手回集团
SHOUHUI GROUP

SHOUHUI GROUP LIMITED
手回集團有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 02621

WARM SERVICE



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2025

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

SUMMARY

About this Report

Shouhui Group Limited and its subsidiaries (hereinafter referred to as "Shouhui", the "Group" or "We") hereby presents our first Environmental, Social and Governance Report (the "Report"), which is prepared on the principles of objectivity, standardization and transparency, aims to disclose the strategies, practices, and vision of the Group in terms of environmental, social and governance ("ESG") issues and explain the Group's ESG governance policies and annual achievements to our stakeholders, demonstrating our commitment to sustainable development, thereby enhancing their understanding and confidence in us.

Reporting Scope

The Report has been prepared in accordance with the Environmental, Social and Governance Reporting Code (the "ESG Code") set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, as well as the United Nations Sustainable Development Goals (UN SDGs).

Unless otherwise stated, the reporting scope of the Report covers insurance transaction services and insurance technology services. The Reporting Period of the Report is from January 1, 2025 to December 31, 2025 (hereinafter referred to as "the Reporting Year" or "the Reporting Period"), which is consistent with the financial year covered in the 2025 Annual Report.

Reporting Guidelines and Principles

The Report has been prepared by the Group in accordance with the Environmental, Social and Governance Reporting Code (the "ESG Code") set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "HKEX"). The Report has complied with all "comply or explain" provisions set out in the ESG Code and has been prepared based on the four reporting principles of the ESG Code: Materiality, Quantification, Balance, and Consistency.

"Materiality Principle"	In accordance with the relevant principles and requirements of the ESG Code, the Group has identified sustainability topics relevant to the Company's development by taking into account the capital market's focus on the Company's ESG matters, maintaining ongoing communication and engagement with stakeholders, and considering the Company's development, as well as industry and business conditions.
"Quantification Principle"	The Group has established a standardized ESG indicator management tool to conduct regular statistics on quantitative key disclosure indicators, which cover all "Environmental" aspects, as well as certain "Social" and "Governance" and management aspects as stipulated in this Report's guidelines. The statistics are compiled during the year and ultimately form the basis for the external disclosure in this ESG Report. For detailed ESG quantitative data, please refer to the "Key Performance" section of the Report.

"Balance Principle"	The Report provides an impartial description of the Group's performance and challenges encountered in addressing sustainability matters with significant impact.
"Consistency Principle"	Unless otherwise stated, the Group will ensure that the scope of disclosure and reporting methods of the Report are consistent with those of previous years.

Access to the Report

This Report is available and can be downloaded from the website of the Hong Kong Stock Exchange (www.hkexnews.hk), and the website of Shouhui (www.shouhui-tech.com).

Feedback

Your valuable opinions are the driving force for our continuous improvement. If you have any comments on the Report or any related matters, please contact us through the following channels:

Website: www.shouhui-tech.com
Email: compliance@shouhui-tech.com

Reporting Language

The Report is published in traditional Chinese and English. In case of any discrepancy, the traditional Chinese version shall prevail.

Board Statement

The Board of Shouhui places high importance on ESG management concepts, regarding ESG as a key safeguard for the Company's long-term and stable development. It deeply integrates ESG with the Company's development strategy, pays close attention to the comprehensive performance of the Company's ESG governance, and continuously improves its ESG management mechanism. While ensuring the achievement of the Company's business objectives, the Group actively responds to the expectations of shareholders and stakeholders, earnestly fulfills its corporate social responsibilities, continues to create long-term value for the society, and safeguards the sustainable and high-quality development of the Group.

As the highest responsible and decision-making body for ESG matters, the Board of the Group holds ultimate responsibility for the Company's ESG strategy and reporting, and closely monitors ESG-related matters that may affect the Company's business, operations, shareholders and other stakeholders. The Board operates through a sound governance structure and delegates certain matters to its committees that require specific time, attention and expertise. Therefore, Shouhui has established a three-tier ESG management structure comprising the "Board — ESG Leading Group — ESG Working Group". The Board has established an ESG Leading Group, which is primarily responsible for identifying and assessing ESG risks relevant to the Group, ensuring that the Group establishes appropriate and effective ESG risk management and internal control systems, and reporting the progress of relevant ESG targets to the Board for review. The Board also takes measures to enhance the transparency of business reporting, enabling stakeholders to gain a deeper understanding of the Group's strategies and objectives.

The Group places great importance on the suggestions and opinions of all stakeholders, establishing adequate communication channels to engage with key stakeholders. Based on the communication results, the Group discusses and identifies important ESG issues and potential ESG risks, continuously improving ESG-related strategies and policy systems. During the Reporting Year, the Board reviewed material ESG issues and approved the proposal to adjust the materiality levels of various ESG issues, ensuring the timeliness and rationality of the material issue matrix.

The Directors hold regular meetings to review and approve the Company's sustainable development goals, assess and review the Company's ESG-related goals, and ensure alignment with the Company's overall business strategies and development direction. Through the ESG Working Group, we guide and oversee the development and implementation of the Company's ESG vision, strategies, and framework, review important ESG issues, key ESG risks and opportunities, oversee communication channels and methods with Shareholders, and review the Company's ESG-related disclosures.

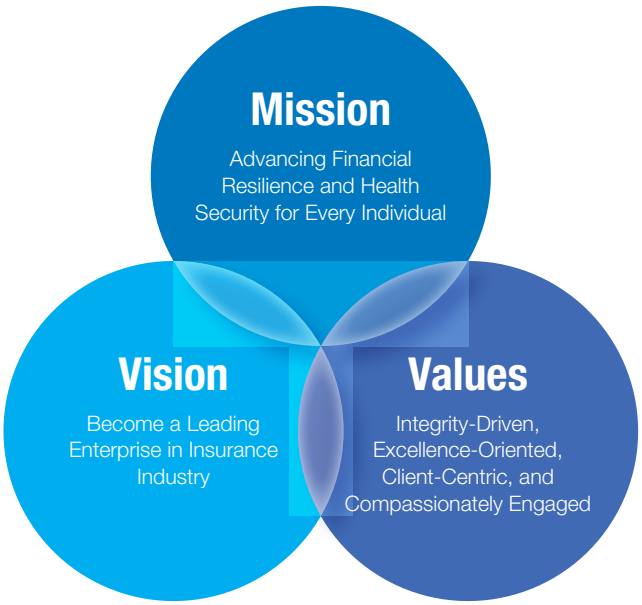
The Board and all Directors ensure that the contents of the Report contain no false statements, misleading statements, or material omissions, and take responsibility for the truthfulness, accuracy, and completeness of the Report. The Report provides detailed disclosure of the progress and achievements of the Group's ESG work in 2025, and approved at the Board meeting on March 25, 2026.

About Shouhui Group

Group Profile

As a leading life insurance intermediary service provider in China, Shouhui Group has consistently placed digital transformation at the core of its strategy, committed to building a life insurance transaction and service platform that covers all scenarios and runs through the entire chain, providing policyholders and the insured with one-stop, intelligent, and personalised risk protection solutions. The Company takes the distribution commission of insurance products as its core source of income,and builds a full-chain intermediary service ecosystem with efficient collaboration, accurate reach, and closed-loop service through three interconnected digital platforms: Xiaoyusan (for C-end consumers), Kachabao (for A-end insurance agents) and Niubao 100 (for B-end business partners). The distributed product matrix comprehensively covers long-term life insurance (such as incremental whole life insurance and annuity insurance), long-term critical illness insurance, long-term medical insurance products and various types of high-cost-effective short-term insurance products, precisely matching the diverse and differentiated protection needs of customers in different life cycles. Up to now, the Group has established deep, stable and sustainable cooperative relationships with over 100 licensed insurance companies within China, continuously strengthening its channel advantages and market influence.

Corporate Culture



Shouhui Group consistently upholds the values of “Integrity-Driven, Excellence-Oriented, Client-Centric, and Compassionately Engaged” taking “Advancing Financial Resilience and Health Security for Every Individual” as the fundamental mission guiding all its actions. Guided by this principle, the Group determined to pursue excellence, and is committed to becoming a leading enterprise in insurance industry creating a peaceful future for customers with professionalism and warmth.

Awards and Honors in 2025



2025 InsurStar 30
— **baoxianguancha.com**



2025 InsurStar
Innovative Intermediary
— **baoxianguancha.com**



2025 China Insurance
Dingfeng Awards Outstanding
Claims Service Case
— **ZHONG BAO XIN ZHI**



Lingyun Award in
2025 China Insurance Technology
and Service Innovation
Competition
— **INSLAB**



2025 Excellent Case of
Digital Transformation of
Insurance Industry
— **China Banking and Insurance News**



Annual Health Insurance
Pilot Product Dahuangfeng
Children's Critical Illness
Insurance in China Insurance
White Elephant List
— **Insurance Today**



Preferred critical illness insurance
products of the year
"Dahuangfeng Children Critical
Illness Insurance Series"
— **Insurance Today in 2025 • Insurance Intermediary Awards**



Annual Service Leadership Award
in China Insurance
White Elephant List
— **Insurance Today in 2025**



Annual Popular Innovative
Health Insurance Product
"Chaojimali Critical Illness
Insurance"
— **Insurance Today in 2025**



Annual Outstanding Insurance Intermediary Institution

— Awarded by Sina Finance on January 24, 2025



2024 Innovative Intermediary Award of Pisces Award

— "Xiang Yang Er Sheng" 2025 First Insurance Innovation and Growth Summit, awarded in April 2025



Top 100 Chinese Insurtech Companies

— Awarded by INSLAB in January 2025



Annual Innovative Product Award: Yangduoduo No.7 Pension Insurance (Participating)

— Pisces Award



Annual Outstanding Brand Team Award

— Awarded by INSLAB in January 2025

2025 ESG KEY PERFORMANCE

Environmental

Total Electricity Consumption:

269,053 kWh

Electricity Consumption Density:

367.56 kWh/employee

Total Water Consumption:

367 m^3

Water Consumption Density:

0.5 m^3/employee

Total Hazardous Waste:

65 kg

Hazardous Waste Density:

0.09 kg/employee

Total Non-hazardous Waste:

22.6 tonnes

Non-hazardous Waste Density:

0.03 tonnes/employee

Social

Total Number of Employees:

732

Number of Female Employees:

384

Proportion of Female Employees:

52%

Average Training Hours per Employee:

25 hours

Employee Training Rate:

77.76%

Intellectual Property (including patents, copyrights, trademarks, etc.):

307

Number of Insurance Agents:

32,269

Number of Business Partners:

1,493

Insurance User Service Satisfaction:

97.31%

Governance

Proportion of Independent Non-executive Directors:

33%

Proportion of Female Directors:

11%

Coverage of Anti-Corruption Training for Directors and Employees:

100%

Number of Legal Lawsuits Regarding Corruption and Bribery:

0

Number of Data Breach Incidents:

0

1 GOVERNANCE DIMENSION: SOUND GOVERNANCE: STRENGTHENING THE FOUNDATION OF COMPLIANCE AND RISK CONTROL

In Governance Dimension, the Company focuses on sound governance as its core principle, striving to build a sustainable governance system and strengthen the foundation of compliance and risk control. By enhancing internal control and risk management mechanisms, upholding business ethics and anti-corruption principles, ensuring privacy and data security, and implementing intellectual property protection, we comprehensively reinforce the governance foundation for the Company's sustainable development.

1.1 Sustainable Governance System

Shouhui Group regards sustainable development as a core strategic direction, strictly adheres to relevant ESG laws and regulations, and relies on a systematic structure to continuously improve its ESG governance structure and establish a normalized stakeholder communication mechanism. By identifying, evaluating, and analyzing issues with significant ESG impacts, we deeply integrate them into the Company's compliance and governance system, comprehensively enhancing the Group's capacity for sustainable development. The Group has established an ESG management system covering three dimensions: governance, social responsibility, and environmental protection. This system promotes the standardized and systematic implementation of various development goals, effectively achieving a synergistic win-win situation between economic benefits and sustainable development.

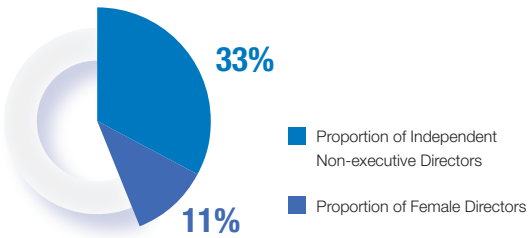
1) Corporate Governance Compliance

The Group regards a sound and efficient governance mechanism as the cornerstone for achieving sustainable development and strictly complies with relevant laws, regulations, and regulatory requirements, including the Company Law of the People's Republic of China (《中華人民共和國公司法》), the Insurance Law of the People's Republic of China (《中華人民共和國保險法》), and the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (《香港聯合交易所有限公司證券上市規則》). We are committed to systematically constructing and continuously optimizing the Group's governance system, consistently enhancing our governance standards to lay a solid foundation for the Group's long-term development. We consistently uphold the core principle of integrity in operations, deeply integrating a culture of compliance into every aspect of our corporate operations. The Group fully adheres to internal rules, regulations, and business ethics standards, striving to foster a transparent, compliant, and responsible operating environment, ensuring that all business activities are conducted within the framework of law and ethics.

The Board of the Group is the core of corporate governance, with established Audit Committee, Remuneration Committee, and Nomination Committee, forming a governance structure with clear division of powers and responsibilities, where each performs its own functions with effective checks and balances. The Board and its specialized committees ensure that the Group's major decisions are made through standardized, transparent, and efficient procedures by holding regular meetings, thereby effectively safeguarding the legitimate rights and interests of all shareholders and stakeholders.

As of December 31, 2025, the Board of the Company comprised nine Directors, including four executive Directors (including one female Director), two non-executive Directors, and three independent non-executive Directors. This balanced composition not only values the professional expertise and extensive experience of the Directors but also emphasizes the importance of Board diversity, considering multi-dimensional factors such as gender, age, and cultural background in the selection and appointment process. This ensures that the Board can exercise independent and objective judgment during decision-making, provide valuable independent opinions for the Group's shareholders, effectively guide the Group's strategic direction, strengthen corporate governance oversight, and truly safeguard the Company's long-term sustainable development.

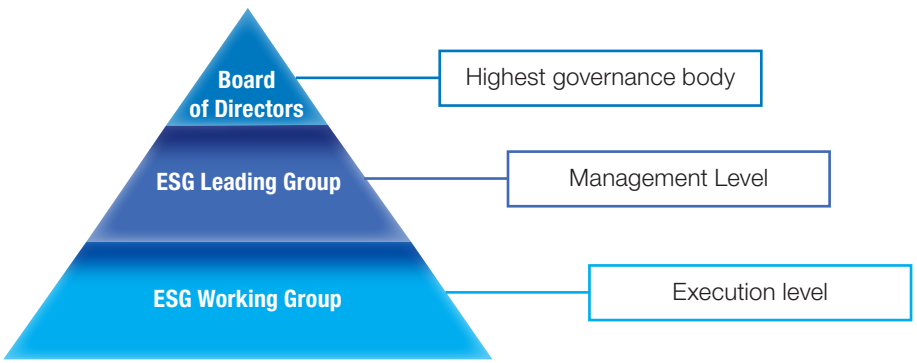
As of the end of the Reporting Period:



We have also established a comprehensive investor relations management system to ensure that all investors have fair, accurate, and complete access to Company information, effectively protecting their rights to information, participation, and equal treatment. The Group holds timely briefings for investors after regular results releases to provide in-depth interpretations of financial performance and strategic progress. We also organize the Annual General Meeting to fully protect shareholders' rights and enhance governance transparency. Through systematic and normalized communication mechanisms, the Company effectively conveys its development strategy and operational results, strengthening market confidence.

2) ESG Governance Structure

In order to deeply integrate sustainable development into Shouhui's decision-making system, the Group has established a clear three-level ESG governance structure. This structure systematically defines the responsibilities and authorities at each level and clarifies the roles of relevant departments, ensuring that sustainability topics are effectively coordinated, continuously promoted, and efficiently implemented across the Group.



Level	Entity	Composition	Primary Responsibilities
Highest governance body	Board of Directors	Members of the Board	Responsible for determining ESG strategies, objectives, and major policies, and for reviewing all material ESG issues.
Management Level	ESG Leading Group	Senior management of the Company, The General Manager of the Company serves as the leader of the Leading Group.	Formulating the Company's ESG strategy. Determining the Company's ESG assessment framework and indicator system. Reviewing and approving the Company's ESG report. Determining the content and steps for the Company's ESG improvement and supervising their implementation. Regularly reporting to the Board on the Company's ESG work progress, reports, etc.
Execution level	ESG Working Group	Head of the Company Secretary's Office, Head of Human Resources and Administration, and Head of Legal and Compliance (or relevant personnel authorized by the respective heads)	Responsible for researching international and domestic ESG policies and standards. Benchmark against advanced practices and formulate the Company's assessment framework and indicator system. Responsible for the preparation of the Company's annual ESG Report in both Chinese and English. Conduct ongoing ESG management diagnostics and put forward improvement and enhancement proposals to the leading group. Implement decisions of the leading group, establish an ESG performance appraisal and evaluation mechanism for all departments and affiliated enterprises, and supervise the achievement of the Company's various ESG performance targets. Responsible for providing guidance on ESG-related work to relevant departments and affiliated enterprises of the Company. Responsible for communication and liaison with international and domestic rating agencies and responding to ratings, and assisting in communicating and responding to ESG-related issues with stakeholders. Responsible for other relevant tasks assigned by the ESG leading group of the Company.

The Group adheres to the principle of the triple bottom line of economic, social and environmental performance, and deeply integrates the concept of sustainable development into its entire operation and management process. It has established an ESG governance framework guided by macro trends, underpinned by development strategies and materially supported by stakeholder impact assessment, and fully implements ESG requirements in business operation, organization development, system design and corporate culture cultivation. Meanwhile, the Group continues to enhance its focus on and investment in key ESG issues, with a focus on priority areas including product and service quality, human capital development, research and development innovation, data security and privacy protection, and response to climate change, so as to effectively promote the implementation and execution of ESG objectives.

3) Stakeholder Communication and Engagement

The Group regards stakeholders as central to its sustainable development and adheres to the principles of openness and transparency in establishing a comprehensive and multi-tiered communication system. It systematically identifies the concerns of various parties, including the government and regulators, shareholders and investors, customers, employees and suppliers, and implements differentiated communication strategies. Combining regular and ad-hoc communication mechanisms, the Group establishes a diversified interactive platform to ensure timely information sharing and two-way feedback. The Group strictly fulfils its information disclosure obligations and continuously optimises its regular communication mechanisms. It fully integrates stakeholders' opinions and expectations into corporate governance, strategy formulation and operational decisions, so as to effectively advance the achievement of sustainable development goals.

Stakeholder Category	Key Concerns	Communication Methods and Channels
Customers (insurance companies, corporate insurance clients, family & individual insurance customers)	Service satisfaction Protection of customer rights and interests and privacy Consumer rights protection Cybersecurity Quality products and services Cooperation models for insurance products and operations	Online service platform Customer service centre and hotline Satisfaction surveys and feedback forms Dedicated complaint handling mechanism Corporate website and email On-site communication
Employees	Occupational health and safety Work-life balance Employee care and benefits Training and development Talent attraction and retention	Employee forums and staff general meetings Grievance and reporting mechanism Diverse employee activities Clear and reasonable remuneration and promotion system Employee training programmes

Stakeholder Category	Key Concerns	Communication Methods and Channels
Insurance agents, business partners and suppliers	Multi-party cooperation and ecosystem development Business ethics and integrity Supplier ESG management Value sharing Data security and privacy protection	Facilitation of daily communication and cooperation Verification, assessment and supervision Tendering and project procurement Development of sustainable supply chain
Shareholders and investors	Sound corporate governance Performance delivery Intellectual property rights protection Corporate culture development	Regular reporting and announcement disclosure General meetings and investor meetings Senior management meetings Official website and email
Government and regulatory authorities	Compliance operation and tax payment in accordance with law Response to national policies Carbon neutrality and carbon peaking strategies Specialized cooperation and contribution to the economy Transparency of information disclosure	Continuous enhancement of corporate compliance management Implementation of relevant national policy requirements Inspections, assessments and supervision Promotion of employment Information disclosure
Non-governmental organizations and the Media	Quality products and services Industry development	Meetings at research bases Exchanges and summit events Industry seminars Press conferences and press releases
Social organizations	Social value of products Quality products and services Community contribution and public welfare Climate change response and management Use and management of energy and resources	Official website Seminars and lectures Active participation in community development Identification of climate-related risks and opportunities Formulation and disclosure of energy conservation and emission reduction measures

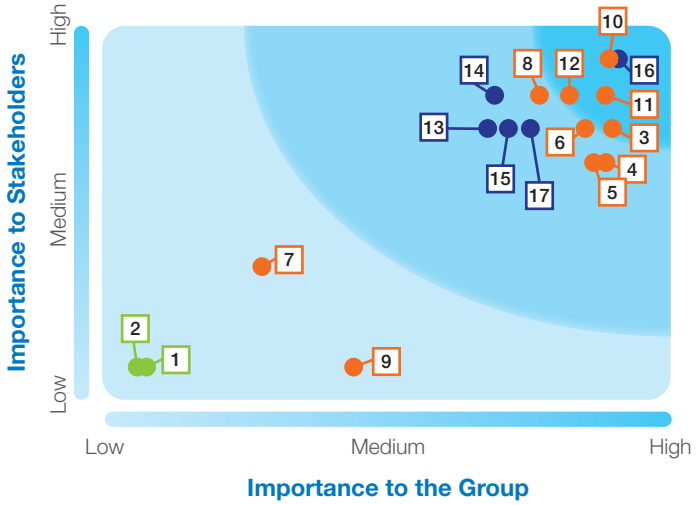
4) Materiality Assessment

By reference to the Global Sustainable Development Goals, exchange requirements, investors' concerns, domestic and foreign policies, and taking into account the views of various stakeholders and the Group's overall strategy, Shouhui Group has identified 17 ESG materiality issues. Through systematic research and analysis, we have understood the level of attention accorded by internal and external stakeholders to various ESG topics, and ranked the key ESG issues by their importance. During the Reporting Year, we assessed 6 material issues, 7 moderately material issues and 4 general issues.

The process for determining our material issues is set out below:

Materiality Assessment Steps	Detailed Assessment Content & Implementation Focus
Step 1: Identify key issues and establish a material issue library	Based on the Group's ESG context, including operational locations, business activities, business relationships and future development plans, and with reference to international and local ESG reporting standards as well as capital market trends, we continuously update and optimise the ESG issue list. We screen core issues that have the most significant impact on the Group's operations and are highly valued by stakeholders.
Step 2: Conduct materiality assessment and prioritization	Through various approaches such as internal and external stakeholder surveys, we systematically assess the materiality of ESG issues from two dimensions: "importance to the Group" and "importance to stakeholders". Based on the survey results, we conduct quantitative analysis and prioritisation, and develop an ESG materiality matrix to clarify the priority level of each issue.
Step 3: Review and confirm assessment results	To ensure the rigour of the assessment process and the reliability of the results, the Group's ESG Steering Committee reviews and approves the overall assessment process and final outcomes, ensuring that the issue matrix truly reflects the Group's actual conditions and stakeholder expectations.

Shouhui Group 2025 Materiality Matrix



Environmental Category	Social Category	Governance Category
1. Addressing Climate Change 2. Green Operations	3. Sustainable Insurance 4. Protection of Employees' Rights and Interests 5. Health and Safety 6. Development and Training 7. Social Contribution and Public Welfare 8. Technology R&D and Innovation 9. Supply Chain Management 10. Customer Service and Rights Protection 11. High-Quality Products and Services 12. Responsible Marketing	13. Corporate Governance and Compliance 14. Risk Management 15. Business Ethics and Anti-Corruption 16. Privacy and Data Security 17. Intellectual Property Protection

1.2 Risk Management and Internal Control

To safeguard the Group's compliant operations, enhance governance standards and effectively respond to various operational risks, we have established a comprehensive risk management system and internal control mechanism. The Group has established and implemented a three lines of defense risk management system comprising business departments, finance/compliance/risk management departments and the internal audit department, so as to achieve full-process risk control, standardized accounting and a closed-loop audit covering daily operations, regulatory supervision and independent audit. The system covers two major dimensions: the overall risk management and internal control framework, as well as specialized risk management measures, which comprehensively cover key areas including financial reporting, operations and compliance, distribution channels, data and technology systems, and human resources. Through continuous evaluation and optimization, we keep enhancing the effectiveness and adequacy of internal control, and effectively safeguard the compliant, sound and sustainable development of the Company.

Overall risk management and internal control framework

We have focused on the implementation of risk management policies and corporate governance, and strengthened risk management oversight through a sound corporate governance structure:



Specialized risk management measures

The Group has established a risk management system with clear rights and responsibilities and full-chain coverage focusing on the five core risk areas of financial reporting, operational compliance, partnership channels, data technology and human resources. Through institutional development, standardized procedures, technological enablement and systematic accountability, the Group has comprehensively strengthened its compliance line: unifying accounting policies and enhancing automated system reviews to ensure the authenticity, completeness and traceability of financial reporting; implementing a company-wide internal control accountability system and rapid response mechanism to achieve closed-loop management of operational compliance; setting clear prohibitions on channel access and implementing full-process monitoring of partnerships to strictly control third-party risks; investing specifically in the development of a data security system covering the entire process of data storage, usage and third-party access; and continuously enhancing employees' professional ethics and risk awareness through tiered training, promotion of code of conduct and anonymous reporting mechanisms, thereby forming a tiered prevention and control network featuring horizontal collaboration and vertical integration. For details, please refer to the section "Risk Management and Internal Control" in the Corporate Governance Report.

Building on the "three lines of defense", the Group has established a full-chain risk governance closed-loop system: by improving systems and procedures, clarifying departmental responsibilities, and implementing tiered approval, authority control and compliance supervision, the Group ensures full control over the entire process of operational and financial activities; by strictly implementing accounting standards and records management requirements, the Group ensures accurate accounting records, complete supporting documents and traceable data to satisfy regulatory and audit requirements; through internal audit supervision and external assurance, the Group regularly assesses the effectiveness of internal controls, standardizes financial and ESG information disclosure, and safeguards their authenticity, accuracy and completeness. Meanwhile, the Group continuously monitors changes in internal and external environments, regulatory updates and business development needs, dynamically optimizes risk control policies, procedures and measures, continuously enhances risk prevention and control capabilities, consolidates the foundation for the Company's long-term stable operation, and firmly upholds the trust of shareholders, customers and regulators.

1.3 Business Ethics and Anti-Corruption

Shouhui Group has always adhered to the core philosophy of operating with integrity and strictly complies with various laws and regulations including the Civil Code of the People's Republic of China (《中華人民共和國民法典》), the Company Law of the PRC (《中華人民共和國公司法》), the Anti-Monopoly Law of the People's Republic of China (《中華人民共和國反壟斷法》), the Anti-Unfair Competition Law of the People's Republic of China (《中華人民共和國反不正當競爭法》), the Bidding and Tendering Law of the People's Republic of China (中華人民共和國招標投標法》) and their implementing regulations. The Group is committed to building a standardized, transparent and efficient corporate governance system. We recognize that sound internal management and a strong compliance culture underpin sustainable development. Accordingly, the Group continuously enhances system development, strengthens oversight mechanisms, fully promotes integrity and compliance management, and strives to foster a clean, upright, proactive organizational culture and working environment.

Adhere to the bottom line of business ethics and maintain a zero-tolerance policy against corruption

Corruption not only seriously violates the Group's core values but may also pose significant risks to business stability and long-term development. In this regard, the Group adopts a clear "zero-tolerance" attitude and explicitly requires the Company and all employees to exercise self-discipline in line with the highest standards of business ethics, and to prohibit all forms of commercial bribery, interest conveyance and other improper conduct.

To prevent and control risks at the source, the Group has formulated and fully implemented a series of key management systems, including the Anti-Corruption and Integrity Reporting Management Policy (《反腐敗廉潔舉報管理制度》), the Anti-Fraud Policy (《反舞弊反欺詐制度》) and the Anti-Money Laundering Policy (《反洗錢制度》), establishing a full-process compliance line covering pre-event prevention, in-process control and post-event accountability to ensure the effective implementation of integrity operation requirements.

Deepen the construction of integrity culture and enhance the compliance awareness of all employees

The Group attaches great importance to the construction and dissemination of a clean corporate culture and is committed to creating an upright and honest operating environment. To this end, we conduct special legal compliance training for employees at the initial stage of their employment, formulate and strictly implement the Gift and Gift Money Registration and Management System (《禮品禮金登記管理制度》). Since December 2024, 100% of the newly signed insurance agents of the Group have signed integrity initiatives or commitments before establishing cooperative relations with them. Meanwhile, we have implemented supporting special integrity education to further standardize the integrity and self-discipline behaviors of employees and partners, and build a solid institutional barrier against corruption and degeneration. In addition, we have deeply integrated ideological and moral education and compliance training into the entire life cycle of talent development, which serves as a key support for employees' career growth. Through a multi-dimensional, systematic and regular publicity mechanism, we continuously improve employees' professional ethics and moral cultivation, promote the integrity concept to be internalized in the heart and externalized in action, and provide a solid guarantee for the Group's sustainable and high-quality development.

New employees receive dedicated anti-corruption training upon joining the Group, helping them establish correct values at the start of their careers.

During the Reporting Period, the Group organized a series of thematic training sessions covering corporate governance compliance, ESG and anti-corruption. The training was fully extended to all directors, senior management and employees, achieving a 100% annual compliance training coverage rate.

The training content included interpretation of laws and regulations, analysis of typical cases, risk identification and response strategies, which effectively enhanced employees' awareness of corruption risks and their ability to prevent such risks.

Through a systematic and regular education mechanism, the Group has further strengthened the recognition of and participation in anti-corruption work among all employees and insurance agents, enabling "integrity in practice" to become a voluntary act of every employee and business partner.

During the Reporting Period, the Group did not record any material non-compliance incidents relating to corruption. There were also no concluded corruption-related lawsuits filed against the Group or its employees. Such achievements fully demonstrate the effectiveness and resilience of the existing compliance management system, and reflect the Group's phased results in promoting clean governance.

1.4 Privacy and Data Security

Shouhui strictly complies with the requirements of laws and regulations including Data Security Law of the PRC (《中華人民共和國數據安全法》), the Cybersecurity Law of the PRC (《中華人民共和國網絡安全法》), the Regulation on the Government Information Disclosure of the PRC (《中華人民共和國政府信息公開條例》), the Regulation on the Classified Protection of Cybersecurity of the PRC (《中華人民共和國網絡安全等級保護條例》) and the Personal Information Protection Law of the PRC (《中華人民共和國個人信息保護法》). Focusing on ensuring business continuity and regulatory compliance, the Group has established a comprehensive information security management and control system. Through technical safeguards, policy formulation, clear allocation of rights and responsibilities, and full-process management, efficient collaboration between management and operation has been achieved. Meanwhile, in strict accordance with data security and personal information protection regulations, a sound privacy protection and data security mechanism has been established to fully safeguard the compliance of information systems and the security of user information.

Information Security Management System

The Group's information security work adopts core principles of ensuring business continuity, complying with industry standards, and implementing classified protection and risk management. It is committed to comprehensively safeguarding the confidentiality, integrity and availability of information systems. The Group has established a full-scope security control system covering six major areas: physical security, network security, host security, application security, data security and system construction management. It clarifies the responsible parties and management systems for all links, and strengthens staff-wide security awareness training and the standardization of operational procedures.

Through equipment security management, real-time network monitoring, access control, data encryption and backup, system disaster recovery, security audit and traceability, emergency response mechanisms, classified protection assessment and continuous improvement measures, the Group has continuously enhanced its information security capabilities. In the meantime, the Group has established dedicated information security functions and positions, improved its information security policies and procedures, and strictly implemented mechanisms for personnel recruitment, performance appraisal, training and disciplinary action against violations, so as to ensure the effective operation and continuous optimization of its information security management system. The system achieves deep integration and coordinated collaboration among management, technology, operation and maintenance, and emergency response, providing solid assurance for the secure, stable and sustainable operation of the Group's information systems.

Organisation and Authority Management

Information security organisation structure and responsibilities	The Group has established a Security Leadership Team as the decision-making and leading body for information security. It is responsible for formulating security strategies, approving significant changes, supervising major risks, and managing major security incidents. An Information Security Office is established under the Leadership Team, led by the R&D Department. It is responsible for the execution of daily security management, system development, supervision and inspection, training and development, and organising annual security meetings. It also conducts assessments and provides guidance on the security work of various departments. Each department appoints a Security Officer to implement departmental security responsibilities, execute security requirements, conduct regular inspections, and promptly report on the security status, thereby achieving a security structure of "centralised organisation, decentralised management".
Information security authorisation and approval management measures	Targeting significant activities involving core resources such as networks, applications, databases, and servers (including changes, operations, access, and connections), the following information system authorisation and approval management mechanism is established: First, change category: including network configuration, hardware replacement, system upgrade, application development, database modification, etc. Single-system changes shall be approved by the department security supervisor; cross-departmental or network-wide changes must be reviewed by the Information Security Working Group and then submitted to the leading group for approval; Second, operation category: covering startup and shutdown of critical equipment, permission adjustment, security testing, etc. Major operations shall be subject to approval by the company's management;

Supervision and Control Mechanisms

Information security inspection management measures	Information security inspections are uniformly led by the Group's Security Leadership Team, spearheaded by the R&D Department, and executed collaboratively across all departments, implementing a "self-inspection + on-site inspection" model. A comprehensive self-inspection shall be conducted at least annually, with rectification completed within a prescribed timeline. The R&D Department supervises the implementation and will issue notices and hold accountable those with poor performance. The inspection process must be accurately documented, confirmed by the signatures of both parties, and the records uniformly archived, thereby achieving closed-loop management and continuous optimisation.
Network security management system	In accordance with the "Cybersecurity Law" and relevant standards, the R&D Department uniformly plans and manages the Group's network, responsible for network design, IP address allocation, and access control. It implements regular configuration updates, data backups, and password management (passwords changed every three months, complying with complexity requirements). Unauthorised access is strictly prohibited; external access requires approval, and temporary accounts must be deleted after use. Firewalls are deployed, non-essential ports are closed, antivirus software is uniformly installed on all terminals, and the use of removable storage media is strictly controlled. Regular vulnerability scans, security assessments, and emergency drills are conducted, with risks addressed immediately upon discovery. Logs and reports are retained for no less than one year to ensure full traceability.
Information system security policy	The Group's information systems are uniformly planned and managed by the R&D Department, covering security management across network, host, application, and data layers, with clear delineation of departmental responsibilities and authority segregation. By establishing user and password management standards, conducting regular security assessments and emergency drills, strengthening endpoint antivirus controls, and implementing data classification and encryption protection measures, a comprehensive security protection system is constructed. This policy requires that all operations be traceable and logs be completely preserved, aiming to ensure the company's business operates continuously within a secure and controllable environment.

Safeguards and Disciplinary Measures

Security disciplinary management provisions	These provisions clearly define the responsibilities of management at all levels and implement tiered penalties for violations of information security policies, operational specifications, and laws and regulations. Penalties range from economic sanctions and administrative disciplinary actions to the pursuit of legal liability. The system covers key areas such as computer system protection, network security management, data backup, and access control, requiring serious accountability for acts such as unauthorised operations, information leakage, and virus propagation. All rewards and penalties are documented to ensure the process is traceable. Where legal proceedings are involved, compliant evidence must be collected, preserved, and submitted in accordance with the law.
Information system disaster recovery, maintenance and business continuity management	The Group has formulated disaster recovery specifications based on Alibaba Cloud services, covering disaster risk assessment, backup strategies, recovery plans and team formation for cloud resources including Alibaba Cloud RDS, Elastic Compute Service (ECS), Object Storage Service (OSS), etc., and has defined data backup, equipment monitoring and abnormal response procedures. Through regular drills, document updates and personnel training, the Group ensures a rapid response and system recovery in the event of a disaster, minimizing the risk of business interruption.

We continuously strengthen the construction of our network security and information management system, comprehensively investigate potential risks and hidden dangers, and strictly implement all security protection measures. We are further optimising data access rights management, improving encryption transmission mechanisms, and enhancing our capability to monitor abnormal behaviour, thereby effectively safeguarding the security and integrity of customer information and business data. The Group has also obtained several three-level Information System Security Protection Filing certificates issued by competent authorities.



Shouhui Group information system security level protection filing certificate

During the Reporting Period, the Group identified no material information security rectification matters. The overall information security posture remained stable, and the operation of information systems was secure, reliable, and controllable.

Privacy and Data Security

On the basis of strictly complying with relevant laws and regulations, and closely integrating with our own management practices, we have constructed a comprehensive, systematic, and efficient privacy and data security management mechanism. Through continuously optimising and improving the data security management system, we effectively safeguard the security, integrity, and compliance of user information.

The Group has established a full-process control system covering the entire data lifecycle, comprehensively encompassing all stages including data collection, storage, access and usage, and security protection. We have systematically formulated and implemented a series of key management initiatives and core protective measures, effectively enhancing our data security governance capabilities. Details are as follows:

Data collection and storage compliance	Privacy policies and personal information authorisation agreements are published on the platforms, with user consent obtained prior to registration as a prerequisite to ensure the legality of data collection. All user personal data collected within China is stored domestically. Internal control systems and protocols are established in accordance with regulatory requirements to govern data storage management.

Data access and usage standardisation	Strict personnel authority controls are implemented, permitting only employees in specific positions to access data based on legitimate work-related needs, with operation logs retained. Data usage is strictly limited to purposes authorized by users, contract performance, and statutory compliance.
Multi-dimensional data security protection	The core insurance business system has obtained the Class III Information System Security Protection Filing Certificate, reinforcing defence from both technical and managerial dimensions. At the technical level, protection measures such as multi-layer encryption, firewalls, and bastion hosts are employed, with regular malicious code scans and patch upgrades conducted, and operation logs retained and audited. At the managerial level, data access is controlled following the principle of least privilege. A Personal Information Compliance Audit Committee has been established, and policies including the "Network Security Management System" and the "Data Security Incident Emergency Response Plan" have been formulated to standardise security incident handling procedures.
Systematised data security management	The operations team, in conjunction with the Legal and Compliance Department, formulates and enforces data security management procedures, handling data security incidents based on graded urgency levels. Regular data security training for employees is conducted, with clear violation penalty mechanisms established. Through routine data backup and recovery testing, the system's resilience against risks is enhanced. Simultaneously, a closed-loop mechanism for data security incident reporting and rectification has been established, with the data security team responsible for investigation, rectification supervision, and subsequent follow-up.

During the Reporting Period, the Group experienced no material data leakage or loss incidents, nor was it subject to any related administrative penalties or investigations.

1.5 Intellectual Property Protection

The Group's intellectual property covers various intellectual achievements completed by employees in the course of performing their job duties, using the company's name, primarily utilising company resources, or enjoying company benefits. This includes, but is not limited to, technological innovations, design drawings, software programs, technical documentation, and literary or artistic works. In principle, intellectual property arising from service inventions or service-related achievements belongs to the company. For projects developed by external parties with clear contractual stipulations, ownership shall be executed in accordance with the contract. Achievements made by an employee within one year after leaving their post that relate to their original job responsibilities are also deemed to fall within the scope of the company's intellectual property.

The Company places high importance on the creation, application, and protection of intellectual property, regarding it as a core competitiveness and a strategic cornerstone for sustainable development. We consider trademarks, domain names, copyrights, patents, proprietary technologies, trade secrets, and other intangible assets as key resources driving the enterprise's long-term growth. In accordance with the Patent Law of the PRC, the Copyright Law of the PRC, the Trademark Law of the PRC, and relevant laws and regulations in the jurisdictions where we operate, we have systematically constructed a legal protection system covering the entire lifecycle of intellectual property. Simultaneously, by signing confidentiality agreements and contractual clauses with employees, partners, and customers, we have established a robust internal control mechanism and an external protective network to comprehensively prevent risks of leakage, infringement, and unfair competition. For any conduct that results in the loss of intellectual property, leakage of trade secrets, or infringement of third-party rights, thereby causing economic loss or reputational damage to the Company, the Company will, in accordance with laws and regulations, pursue the economic, administrative, and even legal liability of the responsible parties. Those with severe violations will be dismissed and referred to judicial authorities. Concurrently, the Company encourages innovation and creation. Individuals or teams making outstanding contributions to the creation, protection, and management of intellectual property will receive corresponding rewards in accordance with the "Intellectual Property and Project Application Reward System" to stimulate innovation vitality of all employees.

As of the end of this Reporting Period, the Company has accumulatively achieved the following intellectual property results:

13 patents	37 software copyrights	257 registered trademarks	29 domain names
Covering technological applications and system architectures related to Insurance Technologies	Primarily related to independent research and development achievements in core business systems, risk control platforms, and client-side applications	Covering multiple classes of goods and services, providing comprehensive protection for the Group's brand system (including one trademark registered in Hong Kong in 2025)	Including the main official website and other key business portals, forming a complete online brand ecosystem

During the Reporting Period, we received no claims alleging material infringement of third-party intellectual property rights by the Company, nor did we identify any circumstances constituting material infringement of our intellectual property rights by third parties. The overall intellectual property status remained stable, with no material disputes or legal proceedings arising.

2. SOCIAL DIMENSION: TALENT CULTIVATION: INTEGRATING EMPLOYEE BENEFITS WITH PUBLIC WELFARE DEVELOPMENT

Shouhui strictly complies with relevant laws and regulations including the Labor Law of the People's Republic of China (《中華人民共和國勞動法》), the Labor Contract Law of the PRC (《中華人民共和國勞動合同法》), the Social Insurance Law of the PRC (《中華人民共和國社會保險法》), the Regulations on Work-Related Injury Insurance (《工傷保險條例》), the Shenzhen Employee Wage Payment Regulations (《深圳市員工工資支付條例》), the Law of the People's Republic of China on the Protection of Women's Rights and Interests (《中華人民共和國婦女權益保障法》), the Special Provisions on the Labor Protection of Female Employees (《女職工勞動保護特別規定》), the Minor Protection Law of the People's Republic of China (《中華人民共和國未成年人保護法》), the Provisions on the Special Protection of Minor Workers (《未成年工特殊保護規定》), and the Provisions of the PRC on Prohibition Child Labor (《中華人民共和國禁止使用童工規定》). The Company consistently prioritises the protection of employees' legitimate rights and interests as a core element of its corporate development, comprehensively building a systematic and standardised employee rights protection system.

On the basis of effectively safeguarding employees' fundamental rights and interests, the Group continuously promotes workplace fairness and diversity, places high importance on occupational health and safety management, and systematically implements employee training and development programs to support employee capability enhancement and career growth. Simultaneously, it actively fulfils its corporate social responsibility, deeply integrating institutional safeguards with humanistic care, and is committed to creating a safe, respectful, inclusive, and sustainable workplace environment, driving the mutual progress and long-term development of the enterprise and its employees.

2.1 Employee Compliance and Rights

Talent is the core driving force for the enterprise's sustainable development and value creation. To achieve its business objectives and strategic vision, the Group, on the basis of strictly complying with relevant laws and regulations, has systematically established and refined a management system covering the entire cycle of talent "selection, deployment, cultivation, and retention". It has successively formulated normative documents such as the Employee Handbook (《員工手冊》), Recruitment Management System (《招聘管理制度》), Probation Period Management Measures (《試用期管理辦法》), and Intern Management Measures (《實習生管理辦法》) to comprehensively protect employee rights and enhance the compliance and professionalism of human resource management. Focusing on the four dimensions of "Full-Cycle Labor Relations Management", "Compensation and Benefits and Incentive Management", "Code of Conduct and Disciplinary Constraints", and "Confidentiality Management and Avoidance Mechanisms", we are committed to creating a fair, transparent, and competitive talent development environment, promoting the mutual growth of the organization and its employees, and providing solid talent support for the enterprise's sustainable development.

Full-Cycle Labor Relations Management

The Group has established a closed-loop management system covering the entire lifecycle of employee labor relations. This system spans from recruitment access standards and probationary period suitability assessments, to orderly job transfer controls and standardised attendance and leave management, and finally to the compliant handling of labor contract dissolution or termination. It encompasses all key stages of the employee lifecycle from entry to exit, defining management standards, operational rules, and responsibility requirements for each phase, thereby ensuring the standardisation and compliance of employment management.

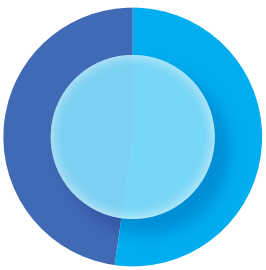
We implement a strict recruitment and employment management system, adhering to a family member avoidance policy and prohibiting spouses from concurrently holding key positions. Upon joining, employees must submit authentic information and sign a contract; those providing false information may be dismissed immediately. The probation period ranges from one to six months, during which ethics, capability, and performance are assessed; those who are unsatisfactory will not be hired. The Company reserves the right to adjust positions based on operational needs, requiring a standardised handover; failure to conduct a proper handover is deemed gross misconduct. A flexible working system with fingerprint attendance recording is implemented, and proxy clock-ins are strictly prohibited. Tardiness, absenteeism, and similar issues affect compensation and are factored into performance evaluations; severe cases may lead to contract termination.

Employee Details

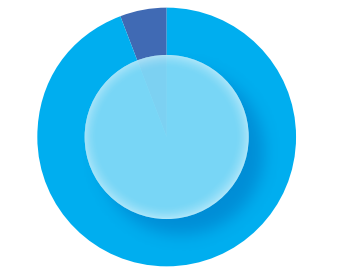
As of December 31, 2025, the Group had a total of 732 employees, including 46 employees from ethnic minorities, representing an increase of approximately 14% compared to the previous year. This growth fully reflects the Company's steadfast commitment to diversity and inclusion principles during business expansion and team building, as well as its continued investment in optimising talent structure and strategic human resource allocation. In the future, the Group will continue to optimise its human resource management system, strengthen talent development mechanisms, and promote the mutual growth of employees and the Company, providing solid talent support and endogenous momentum for achieving long-term sustainable development.

During the Reporting Period, details of the total number of employees categorised by gender, employee type, age structure, and functional category are shown in the following table:

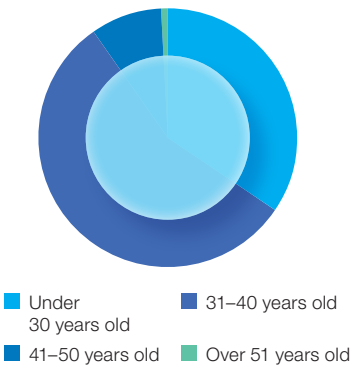
By gender



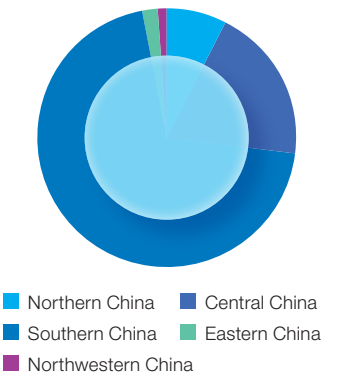
By employee type



By age structure



By Region



Indicator name		2025
Total employees by gender (persons)	Male	**348**
	Female	**384**
Total employees by employment type (persons)	Full-time	**691**
	Part-time/Contract	**41**
Total employees by age (persons)	Under 30 years old	**252**
	31–40 years old	**411**
	41–50 years old	**65**
	Over 51 years old	**4**
Total employees by region (persons)	Northern China	**55**
	Central China	**143**
	Southern China	**515**
	Eastern China	**17**
	Northwestern China	**1**
	Hong Kong SAR, China	**1**

Employee Turnover

We strictly comply with relevant laws and regulations. According to the Group's Employee Handbook (《員工手冊》), employees wishing to resign must submit a written application in advance and complete work handover and audit procedures (with a trace-back period of ten years for senior management and key position personnel) before exit formalities can be processed. Regardless of whether during their employment or after resignation, employees are required to fulfil confidentiality obligations and comply with non-competition clauses. They are prohibited from unauthorised removal of company property or disclosure of any confidential information; violators will bear corresponding legal liability in accordance with the law.

During the Reporting Period, the Group did not receive any reports or complaints regarding material non-compliance with employment laws and regulations. A total of 307 employees left the Group during the Reporting Period, representing an employee turnover rate of 29%. Overall employee mobility remained within a reasonable and manageable range.

Dimensions	Category	Turnover Rate (%)
Employee turnover rate by gender (%)[1]	Male	27%
	Female	32%
Employee turnover rate by age (%)	Aged below 30	45%
	Aged 31–40	19%
	Aged 41–50	8%
	Aged over 50	25%
Employee turnover rate by geographic location (%)	North China	78%
	Central China	59%
	East China	50%
	South China	28%

[1] Employee turnover rate is calculated as: (total number of departed employees in the category during the Year)/(sum of the number of employees and the number of departed employees in the category at the end of the Year)

Prevention of Child and Forced Labour

The Group strictly complies with international labour conventions and the relevant laws and regulations in the place where it operates, and firmly prohibits the employment of child labour and any form of forced labour. During the Reporting Period, the Group did not identify any instances of non-compliance involving child or forced labour.

To ensure employment compliance, the Group has clearly stipulated policies prohibiting the recruitment of individuals below the legal working age and the imposition of forced labour. The Human Resources Department rigorously verifies the identity and age of new hires through multiple compliance procedures, including checking original identity documents of the candidates and cross-referencing registration information. In addition, the Group has explicitly incorporated policies against child and forced labour into its management system. Relevant functional departments conduct regular employment compliance reviews, examining employment records and data to continuously monitor and mitigate potential risks, thereby safeguarding employees' legitimate rights and maintaining a fair and compliant working environment.

Compensation, Benefits and Incentive Management

The Group has established a compensation and incentive system oriented around job value and performance contribution, complemented by an Employee Benefits Scheme that provides comprehensive, multi-dimensional care for all employees. In terms of health protection, the Group offers medical check-ups, group insurance, and critical illness supplementary insurance for employees and their immediate family members. In terms of team building, it provides annual team-building activities, monthly budgets, and a variety of club activities. In terms of employee care, benefits include birthday and maternity consolation. Additionally, the Group employs a range of incentive programs, such as semi-annual recognition awards and equity incentives, combined with a monthly unified accounting and disbursement mechanism to fully stimulate employee vitality and sense of belonging. At the same time, we strictly enforce a remuneration confidentiality policy, prohibiting any form of disclosure or inquiry regarding salary information; violations are subject to serious disciplinary action in accordance with regulations. Employees with compensation-related questions may consult the Human Resources Department through official channels.

The Group makes social insurance contributions for its employees in accordance with the law, ensuring access to medical care, work-related injury coverage, maternity benefits, and other related entitlements. It safeguards employees' legitimate rights and interests in cases of work-related injuries, occupational diseases, or death during employment, and provides statutory benefits for female employees during pregnancy, childbirth, and nursing periods in compliance with regulations. Employees may apply for various types of leave, such as annual leave and marriage leave, through established procedures, and overtime work may be compensated with time off within the same year. Furthermore, the Group has formulated the Administrative Measures for Talent Housing Allocation, offering support and assistance to employees in applying for and obtaining enterprise talent housing in accordance with local policies and operational realities.

Case — The Group's First Half-Year Recognition Ceremony

During the Reporting Year, the Group organized two recognition ceremonies in the first half and the second half, respectively, to comprehensively summarize periodic achievements, deploy subsequent key priorities, and formally commend exemplary individuals and teams.

At the first half-year ceremony, the Group systematically reviewed significant progress made in areas such as brand building, corporate culture enhancement, and talent development. It also communicated the overall development strategy and key tasks for the second half of the Reporting Year. A number of exceptional individuals and teams demonstrating outstanding performance were formally recognized. Award categories included: Corporate Culture Ambassador, Performance Honor Award, Outstanding Employee, Outstanding Manager, Outstanding Project Team, and Distinguished Manager.



Corporate Culture Ambassador



Performance Honor Award



Outstanding Employee



Outstanding Manager



Outstanding Project Team



Distinguished Manager

2.2 Employee Safety and Health

The Group upholds a workplace philosophy centered on equality, diversity and inclusion, and is committed to fostering a positive, comfortable and balanced working environment for its employees. In all aspects of employee recruitment, training, benefits and career development, we ensure equal opportunities for all staff and continuously advocate a healthy interplay between work and life.

We have established standardized administrative policies that clearly define guidelines for employee office conduct and the use of equipment and facilities. The workplace is entirely smoke-free, and office areas must be kept clean and orderly. Visiting guests must be accompanied by the inviting employee and received in designated meeting rooms. Meeting rooms must be reserved in advance and promptly tidied and restored after use. In addition, the Group places high priority on workplace safety, explicitly prohibiting any person from bringing dangerous items and standardizing procedures for fire emergency response and the use of firefighting equipment to ensure the safety of all personnel.

The Group has formulated the Workplace Safety Management Measures, which clearly stipulate requirements for the standardized configuration of firefighting facilities and regular inspections to ensure unobstructed fire exits and clear signage in office areas, server rooms and other zones. Storage of miscellaneous items around power distribution equipment is strictly prohibited. Electrical equipment must be powered off after work, with strict enforcement of the “power off upon departure” policy. The transmission of files with high-risk extensions via official email accounts is prohibited, and sensitive paper documents must be shredded before disposal. Office computers are required to enable the “auto-lock upon leaving” function (automatically locking after 10 minutes of inactivity) to prevent information leakage.

Health and Safety Care Initiatives

The Group consistently places high importance on the physical and mental well-being of its employees, implementing systematic and diverse care initiatives to fully practice a people-oriented management philosophy. We continue to promote annual company-wide health check-ups, organizing each year around mid-year for employees to undergo medical examinations at Grade A tertiary hospitals or professional medical institutions, catering to diverse health needs and enabling timely understanding of employees' health status. Following the check-ups, the Group launches the "Shouhui Health Season" initiative, inviting experienced medical experts to the workplace to provide one-on-one report interpretation services. Special lectures are also conducted on common summer illnesses, covering practical health knowledge such as scientific wellness practices and heatstroke prevention, comprehensively enhancing employees' health awareness and self-management capabilities. Through this integrated three-pronged mechanism of "annual check-ups + professional lectures + personalized guidance", we strive to create a more professional and considerate workplace health environment, enabling every employee to safeguard their health with confidence, comfort, and peace of mind.



Summer Health Lecture in 2025

Case — Employee Fire Drill

The Group places high importance on fostering a workplace safety culture and organizes company-wide fire drills. By simulating realistic fire scenarios, demonstrating the use of firefighting equipment, and educating employees on emergency evacuation procedures, these drills effectively strengthen employees' fire safety awareness and their ability to protect themselves and assist others. These initiatives collectively form a multi-dimensional support system encompassing physical health, psychological care, and safety assurance, reflecting the Group's comprehensive and sustainable commitment to employee well-being. They provide a solid foundation of health and safety support for employees as they pursue their career development.



Fire Drill in 2025

Health and Safety Compliance

During the Reporting Period, the Group strictly complied with all laws and regulations related to health and safety, and no material violations occurred. The Group continued to reinforce its safety defenses throughout the Reporting Period, maintaining high-quality and stable operations, with no work-related fatalities or injuries recorded.

Name of Indicator	Unit	2025
Number of work-related fatalities	people	**0**
Number of work-related injuries	people	**0**
Total number of working days lost due to work-related injuries	day	**0**

2.3 Employee Cultivation and Development

Shouhui firmly believes that talent is the core driving force behind sustainable corporate growth. We place high importance on the professional growth of every employee and are committed to building a training system and career development pathway covering the full employee lifecycle. Building upon the education and training mechanisms clearly defined in the Employee Handbook, we provide comprehensive development support for employees through a systematic talent cultivation model, a diversified learning platform, and transparent promotion pathways. This empowers employees to achieve value enhancement within the organization, while fostering a corporate culture that respects expertise, encourages growth, and promotes openness and sharing.

Talent Development Programs

During the Reporting Period, our training system was centered around the "Four-Stage Growth Plan", a tiered and progressive approach precisely tailored to the developmental needs of employees at different stages. This creates a complete development continuum from onboarding to advanced growth, and from execution to leadership:

Training Plan	Specific Content	Outcome
Sowing Plan: Embarking on a New Journey, Building a Solid Foundation	A systematic integration program tailored for newly hired employees, delivered through offline centralized training. Content covers company policies and procedures, product knowledge systems, business processes, corporate culture and values, and essential job skills. Through immersive and interactive learning experiences, it helps new employees quickly transition into their roles, establish a sense of belonging and purpose, and lay a solid foundation for their careers.	2025 Achievements: Successfully conducted two sessions of the New Employee Boot Camp, with a total of 22.5 training hours. Achieved a dual improvement in both new employee integration rate and satisfaction level.

Training Plan	Specific Content	Outcome
Sprouting Plan: Continuous Improvement, Empowering the Role	A capability enhancement initiative targeting all current employees, innovatively implementing a blended learning model combining "online self-study + offline hands-on practice." The curriculum focuses on iterations of the Company's core products, optimization of business processes, and deepening of professional capabilities across various roles, encouraging employees to continuously refine their skills and enhance effectiveness through practice, aligning individual growth with organizational development.	2025 Highlights: Conducted one specialized training session on project management, comprehensively enhancing employees' capabilities in project planning, execution and collaboration, thereby supporting the efficient delivery of key initiatives.
Evergreen Plan: Breaking Through Bottlenecks, Leading the Future	An advanced leadership development program targeting core backbone employees and managers at various levels. Delivered by seasoned industry experts and external authoritative lecturers, the curriculum focuses on key modules such as team management, strategic decision-making, cross-departmental collaboration, and change leadership. It systematically enhances managers' holistic perspective and leadership acumen, supporting their successful transition from "operational experts" to "management elites," and empowering them to become core drivers of organizational evolution.	2025 Highlights: Officially launched the "Shouhui Cloud Classroom" leadership series courses and the internal trainer development system, strengthening internal knowledge accumulation and transfer mechanisms, and building a sustainable talent development engine.

Training Plan	Specific Content	Outcome
Forest Plan: Sharing and Co-creation, Broadening Horizons	Builds an open and inclusive internal learning ecosystem by establishing diverse communication platforms such as "Shouhui Talk" sharing sessions and the "Cloud Classroom" online learning center. It encourages cross-departmental and cross-functional experience sharing and intellectual exchange among employees. Content extends beyond professional skills to areas including lifestyle aesthetics, mental health, and interest development, fostering comprehensive employee growth and stimulating organizational innovation.	2025 Achievements: A total of 16 "Shouhui Talk" sessions were held throughout the Reporting Year, covering multiple business lines. This fostered a strong culture of knowledge sharing and effectively broadened employees' cognitive boundaries and interest dimensions.



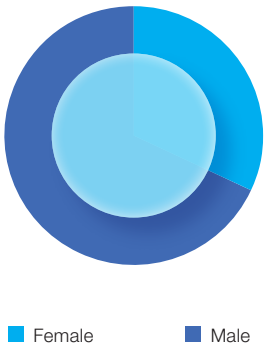




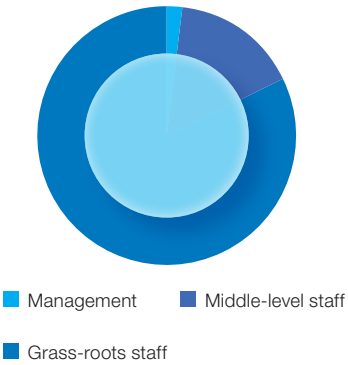
Talent Development Programs in 2025

During the Reporting Year, a total of 570 employees participated in training programs organized by the Group. The composition of trained employees by gender and employee type is illustrated in the following charts:

By gender



By employee type



Name of Indicator		Unit	2025
Average number of hours of training by gender	Male	hour	**34**
	Female	hour	**16**
Average number of hours of training by employee type	Management	hour	**1**
	Middle-level staff	hour	**8**
	Grass-roots staff	hour	**41**

Employee Care

During the Reporting Year, we continued to deepen our commitment to humanistic care, focusing on enhancing organizational warmth and systematically building a diverse, full-cycle employee care and cultural activity system to strengthen team cohesion and corporate cultural identity.

We designed and implemented a series of online and offline integrated themed activities centered around employees' career lifecycles and key holiday occasions. Through warm and orderly birthday greetings and festive celebrations, we integrated care into daily routines, conveying organizational warmth in subtle moments and fostering a corporate culture rich in belonging and emotional connection. Focusing on physical and mental well-being, we innovatively created branded cultural IP such as the "Shouhui Health Season," promoting a balance between work and life and advocating healthy working practices in line with our people-oriented values. We encouraged departments to flexibly organize light-weight team-building activities, such as dinners, hands-on workshops, and short trips, based on their team characteristics, facilitating cross-departmental collaboration and stimulating team vitality. At the same time, we supported individual development by promoting the establishment of diverse interest clubs, including basketball, badminton, frisbee, running groups, and book clubs, using shared interests to connect employees, deepen interaction, and contribute to their holistic development and physical and mental balance.

Through these coordinated multi-dimensional initiatives, we are gradually building a corporate culture ecosystem characterized by warmth, depth, and breadth. Employees not only gain happiness and growth through broad participation but also strengthen their emotional connection and sense of belonging to the organization, providing a continuous source of intrinsic motivation for the company's sustainable development.





Employee Birthday Celebrations in 2025



Highlights of Employee Activities in 2025

2.4 Social Welfare and Contribution

The Group's growth is rooted in the strong support and deep trust of all sectors of society. We remain committed to the mission of giving back to society, regarding the fulfillment of corporate social responsibility as an intrinsic driving force and strategic cornerstone of sustainable development. Through two key pathways, namely "philanthropic practices and donations" and "advocacy and partnerships for public welfare", we systematically advance diverse initiatives, including the implementation of public welfare projects, targeted donation support, and school-enterprise collaboration. We also actively build platforms to inspire and mobilize all employees to engage in charitable activities with enthusiasm and action. Guided by ESG principles, the Group integrates responsibility into its operations through practical measures, infuses warmth into its actions, and continuously contributes to community development and social progress, striving to build a more inclusive, resilient, and humanistic future.

Philanthropic Practices and Donations

The Group remains steadfast in its commitment to social welfare and actively fulfills its corporate social responsibility. It launched the "Umbrella Action (撐傘行動)," covering areas such as support for children with rare diseases, single mothers, and emergency rescue, benefiting millions of people. At the same time, the Group engages in targeted charitable donations and encourages employees to participate in philanthropic activities. Through the combined efforts of the enterprise and individuals, it consistently delivers warmth and gives back to society.

Umbrella Action

As a reflection of its long-term commitment to social welfare, the Group initiated the "Umbrella Action" and several other public welfare programs. This initiative, jointly promoted by Shouhui Group and the Xiaoyusan Youth Love Service Center (小雨傘青少年愛心服務中心), spans multiple areas including assistance for children with rare diseases, support for single mothers, epidemic prevention and control, and natural disaster relief. Since its launch, the initiative has progressed steadily and successfully reached millions of people, serving as an important vehicle for the Group to fulfill its social responsibility.

Charitable Donations

The Group has always placed high importance on social welfare and community development, actively fulfilling its social responsibility not only at the enterprise level but also by deeply embedding the philosophy of "giving back to society" into its corporate culture, guiding and inspiring every employee to engage in philanthropic practices. In 2025, an employee based in Shenzhen voluntarily joined the China Marrow Donor Program and successfully donated hematopoietic stem cells, becoming the 900th unrelated hematopoietic stem cell donor in Shenzhen. This act not only brought hope of life to a patient suffering from a blood disease, delivering warmth and strength through a relay of life, but also exemplified the humanitarian spirit of selfless giving and boundless compassion, reflecting the responsibility of a corporate citizen in the new era.

The employee's courageous and heartfelt deed received widespread praise from colleagues and the broader community. In recognition of his outstanding contribution, the Group conferred upon him the "Shouhui Group Public Welfare Award" and presented a special incentive of RMB5,000 as a mark of high appreciation and sincere respect. This donation not only highlights the power of individual kindness but also sets an example for all employees, vividly demonstrating the Group's sustained commitment to and active engagement in social welfare. From the organization to the individual, the Group and its employees stand together, translating responsibility into tangible actions, powerfully conveys the positive energy of caring for others and contributing to society, consistently continuously contributing to social welfare and fostering a corporate culture that strives for excellence and promotes goodwill.





Employee Charitable Donation in 2025

Public Welfare Advocacy and Cooperation

Upholding corporate social responsibility, the Group has been continuously committed to public welfare initiatives. We have launched public welfare lectures on adolescent mental health to popularize professional knowledge and provide interactive counseling, striving to enhance adolescents' psychological literacy and stress resilience. This initiative not only demonstrates our profound care for the healthy growth of the next generation but also stands as a significant manifestation of the Group's active practice of public welfare philosophy and sincere efforts to give back to society.

Case — Public Welfare Lectures

Shouhui Group has joined hands with Xiaoyusan Youth Love Service Center, Small Umbrella Insurance Brokerage and Haiyue Psychological Institution to jointly launch public welfare lectures on adolescent mental health, focusing on the emotional distress and psychological pressure commonly faced by contemporary adolescents. Aimed at popularizing professional psychological knowledge, sharing scientific coping strategies and providing interactive psychological support, this public welfare activity helps adolescents strengthen their psychological resilience, master effective methods for emotional management and stress adjustment, and promote their all-round healthy growth. Meanwhile, the activity actively advocates the joint attention of families, schools and society to adolescent mental health, and promotes the construction of a more inclusive, understanding and supportive growth environment. As an important measure to practice the Group's ESG philosophy, this cooperation not only demonstrates Shouhui Group's profound care for public well-being but also conveys warmth and hope through concrete actions.



2025 Public Welfare Lectures on Adolescent Mental Health

3 OPERATIONAL DIMENSION: VALUE-DRIVEN: BUILDING A COLLABORATIVE AND EFFICIENT OPERATIONAL SYSTEM

Centering on four core directions — "Customer Service and Rights", "Technological Innovation and Research and Development", "Marketing and Cooperation Synergy", and "Supplier Management System", the Group has systematically promoted operational upgrading. We take customers as the focus to continuously optimize service experience and rights protection; strengthen digital transformation and product precision capabilities through technological innovation and independent R&D; deepen the construction of insurance agent channels and expand a diversified partner referral network to improve market reach and service accessibility; and improve the supplier governance mechanism to promote responsible procurement and value co-creation. These four directions are organically integrated and work in synergy, fully supporting a sustainable operational model that is environmentally friendly, socially inclusive and of long-term value, demonstrating the Group's pragmatic actions in its sustainable development strategy.

3.1 Customer Service and Rights

Shouhui has always placed the protection of consumers' rights and interests at the core of corporate governance and business development. Strictly abiding by the requirements of laws and regulations such as the Law of the People's Republic of China on the Protection of Consumer Rights and Interests (《中華人民共和國消費者權益保護法》) and the Insurance Law of the People's Republic of China (《中華人民共和國保險法》), we have driven the in-depth integration of consumer protection work into the entire chain of the Company's strategic decision-making, organizational structure, institutional processes and daily operations.

Customer Service Management

Adhering to the "customer-centric" service philosophy, we have built a three-dimensional customer service system covering the entire customer life cycle, connecting all online and offline channels, and responding to various service scenarios: a dedicated customer service management department has been set up to centrally coordinate multiple touchpoints such as WeChat official account, official website and official mini-program; the standardization and closed-loop management of key links such as pre-sales consultation, policy service, claim application and complaint handling have been realized; a 24/7 response mechanism has been fully implemented to provide one-stop comprehensive services including product interpretation, policy management, insurance consulting, claim reporting and complaint acceptance; an AI intelligent quality inspection system has been launched simultaneously to conduct real-time monitoring and quality evaluation of the entire service process, and the integrated online service platform has been empowered with AI capabilities such as intelligent response and automatic order dispatching, significantly improving response efficiency and service accessibility.

During the Reporting Year, the Company accelerated the transformation and upgrading of its service model, advancing in depth from the traditional "sales-driven model" to a "service-driven model". As an industry pioneer, we have introduced the "Compensation for Delays" service commitment mechanism, which sets clear timeliness standards and breach of contract compensation rules for key service links such as claims settlement and underwriting, forcing the optimization of internal processes and the leap in operational efficiency through rigid constraints. During the Reporting Period, the Group has completed a total of over 36,000 "rapid claims settlement" cases, significantly improving service response speed and certainty, effectively enhancing users' sense of trust and gain, and powerfully addressing the long-standing pain points such as slow claims settlement and prolonged underwriting.

Claims Settlement

For unprocessed claim cases of less than RMB5,000 beyond the time limit, a red envelope of RMB3.88 will be compensated for each case.

Underwriting

For manual underwriting applications with no feedback beyond 3 working days, a red envelope of RMB3 will be compensated.

In the future, the Company will launch the preparation of a high-end customer service center, and build a dedicated and customized high-end service system to provide high-net-worth customers with high-quality value-added services including exclusive health check-ups, authoritative expert health lectures, and panoramic family security planning, continuously expanding the boundary of service value.

Case — Outstanding Claims Service Case-"Jinyibao"

A lady purchased the "Jinyibao" million medical insurance through the Group's insurance sales platform, and was diagnosed with lung adenocarcinoma in the following year, then submitted a critical illness claim application. However, the insurance company rejected the claim on the ground of a pre-existing history of "cerebral infarction" and failure to disclose truthfully, and intended to terminate the contract. Faced with critical illness and financial pressure, the lady sought help from the Group's platform, officially initiating the claim rights protection process.

The Group's claim manager responded promptly, and instead of trusting the insurance company's initial conclusion, conducted an in-depth verification of the past medical records, medical reports and imaging data, and repeatedly compared them with the details of the customer's medical treatment. A key finding was that the so-called pre-insurance diagnosis of "cerebral infarction" had neither a description of typical clinical symptoms nor imaging evidence such as CT/MRI; while the cranial CT report provided by the customer before insurance clearly showed "no abnormality", which strongly questioned the objectivity and rationality of the diagnosis. The customer service manager simultaneously comforted the customer's emotions, clarified the appeal process, systematically sorted out the evidence chain, and submitted a formal written appeal material in a standardized manner, with efficient coordination and dynamic evidence supplementation throughout the process.

Ultimately, the insurance company officially issued a case closure notice, paying the full insurance compensation and restoring the validity of the original contract. In this rights protection case, the Group's claims team, relying on rigorous medical research and judgment, solid evidence support and a proactive service awareness, effectively resolved the customer's urgent needs, safeguarded the legitimate rights and interests of consumers, vividly interpreted the essential value of insurance as "providing timely help in times of need", conveyed the warmth of the industry, and also enhanced the public's trust in the insurance industry.

Case — Outstanding Claims Service Case-"Critical Illness Insurance"

A gentleman purchased critical illness insurance through Small Umbrella, a subsidiary of the Group, and after paying premiums continuously for 8 years, was diagnosed with bilateral papillary thyroid cancer and underwent surgery in 2025. After the surgery, he submitted a claim application, but the insurance company rejected the claim on the ground that "the pathological report did not clearly indicate metastasis and did not meet the terms of the contract". Trapped in a difficult situation, the gentleman sought help from Small Umbrella on April 9, and a rights protection action to safeguard legitimate rights and interests was immediately launched.

Small Umbrella responded promptly: a work order was initiated within 10 minutes, and a special service team was set up within 20 minutes; after professional evaluation, it was confirmed that his condition fully met the major disease standards defined by the regulator, and the insurance company's reason for rejecting the claim was unfounded. After multiple unsuccessful negotiations and encountering "cold treatment", Small Umbrella resolutely assisted in sending a lawyer's letter, and simultaneously promoted court filing, kept the progress transparent and synchronized throughout the process, comforted the emotions in a timely manner, and promoted a substantive breakthrough in the case with professionalism and responsibility.

On July 20, the gentleman successfully received a compensation of RMB400,000, and the rights protection was successfully concluded. This case vividly interprets Small Umbrella's service commitment of "Buy with Clarity, Claim with Confidence"-second-level response, accurate clause interpretation, and full-process underwriting protection. In 2025, a total of 36,000 rapid claims settlement cases were handled with a total amount of approximately RMB28 million; the average claim settlement efficiency was as low as 0.29 days, and the customer satisfaction rate reached 99%; at the same time, a total of 92,000 various claim cases were assisted in handling.

Customer Complaint Management

We have built a diversified and convenient complaint feedback channel for customers, including a 24/7 customer service center, official website, APP, mini-program, as well as a 24/7 customer service and complaint hotline (400–919–7788) and customer service email (cs@xiaoyusan.com), fully ensuring that customers' demands can be transmitted quickly and smoothly. Meanwhile, the Group has established a sound complaint management process and mechanism, which is optimized and adjusted irregularly based on customer feedback. At the same time, through post-service satisfaction surveys, opinion collection and other methods, we continue to listen to customers' voices and consolidate service quality.

Adhering to the equal emphasis on problem orientation and result orientation, the Group closely focuses on customers' real needs and service experience pain points, and systematically sorts out complaint types covering four dimensions: insurance transactions, after-sales service, claim disputes and others; a classified and graded response mechanism has been established simultaneously to build a closed-loop improvement system of "verification — analysis — formulation of solutions — promotion of implementation", effectively promoting the precise, standardized and effective implementation of consumer rights and interests protection work.

During the Reporting Period, the Group received no major complaints from insurance consumers or cooperative insurance companies, and customer satisfaction and service trust continued to improve.

Sustainable Insurance Services

As an online insurance intermediary, the Group focuses on distributing life and health insurance products with long-term life insurance, long-term critical illness insurance and long-term medical insurance as the core through digital platforms. The Group has deeply integrated the ESG philosophy into its development strategy, and is committed to promoting the sustainable growth of business and the joint improvement of social well-being by providing characteristic insurance solutions that take into account both user well-being and long-term value.

Case — New Pension Annuity Insurance Products

During the Reporting Year, Shouhui Group continued to deepen the layout of its pension finance strategy, driven by the dual wheels of "product innovation + ecological integration", and accelerated the construction of a high-quality pension security system covering the entire life cycle. The Group has jointly launched a series of new products such as "Zengduoduo Version 7 (Incremental Edition)", "Yangduoduo Version 7 (Qingshan Edition)" and "Star Ocean Winner • Xuanwu Edition (Participating Type)" with many insurance companies including Haibao Life Insurance, Lian Life Insurance and Pramerica Fosun Life Insurance, fully enriching the pension annuity product matrix. These products have their own characteristics: incremental products feature fast cash value growth and flexible fund use, supporting partial surrender and multi-stage withdrawal; the Qingshan Edition focuses on "high withdrawal + real pension", strengthening the adaptability of current cash flow and long-term pension; participating products provide differentiated withdrawal schemes such as level payment, high early and low late, and low early and high late, and realize the in-depth integration of "insurance + pension community" relying on the Fosun elderly care ecology, effectively responding to the diversified and hierarchical pension needs under the aging society.

At a deeper level, Shouhui Group is promoting the leap of pension security from a single financial tool to an integrated "insurance + medical care + elderly care" ecology. The Group's leadership emphasized at multiple press conferences: "The risk of the longevity era is a new challenge that humanity has never faced." Faced with the reality that the proportion of the third pillar pension in China is still low, commercial pension insurance needs to undertake the key mission of "supplementing basic security and improving pension quality". With the dual attributes of "guaranteed benefits + floating dividends", participating pension annuities balance security and growth, and are becoming the core allocation choice for personal pension planning. In the future, Shouhui Group will continue to take customers as the center, ecology as the support and products as the link to create a Chinese-style pension solution with warmth, resilience and quality.







2025 New Insurance Products Launch Conference

Case — Chaojimali 13

"Chaojimali 13", an insurance product operated by the Group, has been listed in the "Golden Reputation" Annual In-depth Interpretation Report jointly released by China Banking and Insurance News, the China Insurance and Social Security Research Center of Fudan University and Fosur Technology, thanks to its innovative design and excellent protection. The report pointed out that "Chaojimali 13" breaks the design limitations of traditional critical illness insurance, providing comprehensive protection covering 185 diseases, supporting non-grouped secondary compensation for severe illnesses, and compensating for moderate and mild illnesses even after the diagnosis of severe illnesses, with loose and inclusive underwriting policies. The product balances flexibility and humanistic care, offering multiple term options such as insurance coverage up to the age of 70 or for life and a number of optional liabilities to achieve personalized protection customization, and also supports premium waiver.

This product innovatively integrates health management services, not only providing 7 conventional health services such as medical green channel, psychological counseling and post-hospital guidance, but also supporting special management rights and interests such as AI analysis and expert consultation for high-incidence pulmonary nodules, promoting the transformation of insurance services from "post-event compensation" to "proactive management". Relying on the dual structure of "comprehensive protection + health intervention", it has been upgraded to a comprehensive health solution, providing a high-quality example for the industry to address the challenges of aging and chronic diseases.



In-depth Interpretation Report on Chaojimali 13 Million Critical Illness Insurance

3.2 Technological R&D and Innovation

Taking technology as its strategic engine, the Group has built a full-chain R&D and innovation management system covering from technological R&D to achievement transformation. Relying on nine independently developed intelligent systems, it fully empowers the entire insurance process, successfully building a digital service platform with in-depth integration of online and offline services, and comprehensively upgrading the insurance service experience. Meanwhile, through industry summit exchanges, cross-border ecological co-construction and industry-university-research collaboration, the Group continues to lead innovative changes in the industry and further consolidates its leading position as a technology-driven insurance service platform.

R&D and Innovation Management

The Group has built a complete R&D organizational system around "basic support — business implementation — quality assurance". The basic technology support team is responsible for the construction of infrastructure such as microservice framework, component library and general business middle office; the business implementation R&D team focuses on the development of core insurance scenario systems and the realization of multi-terminal applications; the quality assurance team implements testing and environment management throughout the entire process to ensure delivery quality. This structure with clear responsibilities and a complete chain strongly supports the efficient achievement of R&D goals.

In terms of management mechanism, the Group has implemented an integrated management system of "R&D + Innovation + Supervision". Through standardized processes, regular technical reviews and hierarchical supervision mechanisms, the full-process control of projects is realized. A four-level project evaluation system (P0-P3) oriented to strategic value and commercial value has also been established to achieve precise resource allocation. A three-dimensional incentive scheme including AI Innovation Competition, semi-annual ladder plan rewards, monthly Shouhui Talk technical sharing, team-level technical sharing and real-time incentive plan has been implemented in a supporting manner, fully stimulating the team's creativity and collaboration efficiency, and continuously promoting the transformation of technological value into business achievements.

R&D and Innovation Achievements

Shouhui Group has successfully launched a digital solution covering the entire insurance business process. With AI and digital technology as the core support, it has built an integrated online and offline service system, creating a one-stop service closed loop of "consultation — insurance purchase — underwriting — claim assistance", which not only reshapes the insurance business process and significantly improves operational efficiency, but also optimizes the customer service experience in an all-round way, allowing customers to enjoy more convenient and intimate insurance services.

This solution deeply integrates cutting-edge technologies and independently developed nine intelligent model system tools, running through the entire insurance service chain, injecting strong technological momentum into business development, and greatly improving insurance transaction efficiency and service quality: the intelligent insurance consultant "Jingjing" provides professional consulting guidance; the double recording system, AI Eagle Eye inspection and AI quality inspection system are equipped to build a strong defense line for service compliance and quality; relying on the intelligent underwriting system "Xiaozhi" and the PICUS (including Bianque Zhihe and Huotuo Jiankang) intelligent risk assessment system, precise underwriting and comprehensive risk control are realized to provide reliable protection for insurance companies; the independently developed AICS claims calculation system has launched the "rapid claims settlement" service, greatly shortening the claim settlement cycle, and the intelligent customer service is matched to improve service response efficiency.

The nine intelligent tools work in synergy, fully covering all insurance business scenarios, demonstrating the Group's in-depth cultivation and innovation in the field of technology-empowered insurance. In the future, Shouhui will always uphold the belief of "Technology Leads the Future", explore technological innovation with a more open attitude, continuously iterate and optimize solutions, bring higher quality and more efficient insurance services to customers, and promote the digital transformation and upgrading of the insurance industry.

Case — "Digital Practices of Technology-Enabled Insurance Risk Control and Compliance"

As a leading digital insurance intermediary service provider in China, Shouhui Group Limited focuses on addressing core pain points such as backward risk control, inefficient compliance, and fragmented processes. Leveraging independently developed technological platforms including the "Picus Risk Assessment" and "Eagle Eye AI Verification", the Group deeply integrates AI, big data, and cloud computing technologies to build an intelligent risk control and compliance system covering the entire lifecycle of underwriting, sales, and claims settlement. This not only responds to regulatory requirements for refined compliance but also sets a benchmark for the industry's digital transformation under the theme of "Compliance Driven by Technology, Risk Control Reshaped by Data".

To tackle industry pain points, Shouhui Group Limited has constructed an end-to-end closed-loop risk control mechanism: the Picus risk assessment system enables pre-insurance risk screening, while the digital upgrade of Baihong Insurance Appraisal strengthens claims risk control, forming a full-process risk management covering "pre-event, in-event, and post-event" stages. The Group has also established an independent compliance verification mechanism: the "Chuangxin Shanlu" dual recording system ensures sales compliance requirements, and the Eagle Eye AI Verification System guarantees that customers truly understand product terms. Meanwhile, technology is deeply integrated with core businesses rather than being a mere technical overlay, effectively resolving various issues arising from the reliance on manual operations in traditional intermediary.

This practice has delivered remarkable results: it safeguards the stable operation of insurance companies, enhances customer service experience, and reduces the Group's own operational and compliance costs. Currently, the Group has established stable cooperation with over 100 insurance companies, and its risk control and compliance technology solutions have been adopted by multiple partners. This not only consolidates the Group's leading position in the industry but also provides a replicable and referable practical model for the insurance sector to achieve refined risk and compliance management through technological means.

Industry Innovation and Research Cooperation

The Group has always been at the forefront of the industry, driving its ecological strategic layout through innovation. It actively participates in industry summits to share its decade-long development experience and future strategies. By building cross-border ecosystems such as "Mobility + Insurance" and "Medical + Insurance", the Group deepens industry-academia-research cooperation and has published the Health and Pension Insurance Coverage Index for six consecutive years, fully demonstrating its strength in leading innovation and value upgrading in the insurance intermediary industry.

Case — Industry Development Summit

As a benchmark enterprise in the insurance intermediary industry, the Group has continued to play a leading role on the industry stage. This year, the Group was invited to attend the 6th Insurance Intermediary Development Summit hosted by "Insurance Today". Bringing together representatives from regulatory authorities, senior executives of leading companies, and senior industry experts, the summit conducted in-depth discussions on new paths for the high-quality development of the industry. At the summit, based on its decade-long development journey, Shouhui Group Limited systematically reviewed its growth trajectory from initial exploration to national layout, and comprehensively shared its practical achievements and core experiences in areas such as technology empowerment, compliant operations, ecological synergy, and professional capability building. Meanwhile, the Group proactively released a blueprint for future strategic upgrading, accelerating the construction of a customer-centric one-stop comprehensive risk management service platform. This participation not only demonstrates the industry influence and sense of responsibility of Shouhui Group Limited, but also further consolidates its positioning as a practitioner and promoter of high-quality development in the insurance intermediary sector.



Invited to the 6th Insurance Intermediary Development Summit in 2025

Case — University Research Cooperation

The Group's subsidiaries, Small Umbrella Insurance Brokerage Co., Ltd. and Shouhui Insurance Agency Co., Ltd. have collaborated with the School of Finance of Nankai University, in a joint initiative integrating online insurance intermediary platforms with university research. The cooperation focuses on the calculation and research of the Internet Health and Pension Insurance Coverage Index. From 2019 to 2025, the two parties have successively released six issues of the Index report, with the research dimensions continuously evolving: from incorporating Huiminbao and expanding pension protection, to focusing on innovations in critical illness insurance and high-end medical insurance, and systematically analyzing the synergistic relationship between commercial insurance and the pharmaceutical industry. These efforts closely align with market dynamics and national policy orientations. During the Reporting Period, we invested RMB100,000 in this cooperative project.



2025 University Scientific Research Collaboration Conference

3.3 Marketing and Cooperation Synergy

Under the guidance of the Group's sustainable supply chain management mechanism, we have established a standardized and efficient management and service system for insurance agents and business partners: leveraging "Kachabao" to empower insurance agents, we promote standardized management and service, and establish a positive incentive mechanism; through "Niubao 100", we provide support for business partners, strengthen full-cycle compliance management, and ensure the professionalism and compliance of insurance services.

Insurance Agents

Under the guidance of the Group's sustainable supply chain management mechanism, we leverage the "Kachabao" platform to distribute insurance services through the insurance agent channel, and provide one-stop empowerment services covering online training, product selection and recommendation, online insurance application, customer service, and full-process policy support. Meanwhile, the Group has uniformly formulated and implemented standardized insurance agent personnel management systems and policies, clearly defining the scope of rights and responsibilities as well as service standards. It also strictly enforces the requirement that 100% of all insurance agents hold valid licenses before engaging in business, effectively ensuring operational compliance and service quality. All agents are required to sign standardized insurance agency agreements and undergo regular performance evaluations and hierarchical, categorized continuous training. In addition, the Group has established a positive incentive mechanism. This year, it specially held an Excellent Agent Commendation Conference, selecting representatives with outstanding performance and exceptional service to visit and study at the Group's headquarters in Shenzhen for in-depth exchanges. This initiative further enhances agents' sense of belonging, professional capabilities, and collaborative efficiency.

Case — Annual Honorary Commendation Conference for Insurance Agents

This year, the Annual Honorary Commendation and Empowerment Summit of Shouhui Insurance Agency Co., Ltd. was grandly launched. This meticulously prepared industry summit is not only a glorious recognition of the past striving journey but also a strategic kickoff for the future. With the core theme of "Gather Momentum • Forge Ahead", Shouhui Insurance Agency, standing at the tide of industry transformation, injects strong momentum for sustainable development into the team by deeply integrating industry trends, platform advantages, and individual values.



2025 Annual Honorary Commendation Conference for Insurance Agents

As of December 31, 2025, the Group's insurance agents, including those of Shouhui Insurance Agency and Small Umbrella Insurance Brokerage, totaled 32,269, with the geographical distribution as follows:

Indicator Name		Unit	2025
Number of Insurance Agents by Province	Guangdong Province	Person	**17,845**
	Beijing Municipality	Person	**3,462**
	Shandong Province	Person	**2,146**
	Tianjin Municipality	Person	**2,004**
	Jiangsu Province	Person	**1,712**
	Zhejiang Province	Person	**1,555**
	Henan Province	Person	**1,424**
	Anhui Province	Person	**641**
	Chongqing Municipality	Person	**633**
	Other Provinces and Municipalities	Person	**847**

Business Partners

Under the guidance of the sustainable supply chain management mechanism, the Group has built a hierarchical and collaborative, compliant and efficient insurance service ecosystem leveraging the independently developed "Niubao 100" digital insurance service platform. The platform provides differentiated support for two core types of business partners: First, self-media traffic channels (including social media influencers, media organizations, advertising companies, etc.), which, through signing the Promotional Services Cooperation Agreement, are clarified to only conduct insurance product promotion and traffic acquisition within the platform via their own online traffic channels and shall not engage in sales or offline operations; Second, Licensed insurance brokerages and agencies, which, pursuant to the Insurance Brokerage (Agency) Business Cooperation Agreement, deeply participate in the entire customer service process covering demand insight, customized solution design, product recommendation and distribution, as well as necessary offline visits and professional consultations. The Group has simultaneously established a full-cycle management mechanism covering access, assessment, supervision and training, and imposed strict integrity and compliance requirements on business partners to ensure their full compliance with laws, regulations and regulatory provisions, thus achieving the organic unity of accurate reach, professional delivery and compliant operation of insurance services.

Case — Collaborate with business partners to promote featured life insurance product: "Pacific Life Insurance A Better Life (蠻好的人生) Annuity Insurance (Internet)"

Leveraging the national emotional resonance sparked by the phenomenal hit drama A Better Life in 2025, Pacific Life launched an exclusive annuity insurance product of the same name — "A Better Life" Annuity Insurance. Backed by CPIC's strong capital strength and reputation for prudent operation, this product focuses closely on the retirement planning and intergenerational inheritance needs of middle-class families. It is committed to making protection more warm and happiness more sustainable, truly embodying the meaning of "A Better Life".

This product was jointly launched by Small Umbrella Insurance Brokerage and Shouhui Insurance Agency, subsidiaries of the Group, to accurately reach the target customer group; simultaneously, we partnered with top insurance niche bloggers with millions of followers such as Shen lan bao(深藍保)and Baoping'er(保瓶兒), and joined hands with authoritative forces including Million Dollar Round Table Top of the Table (TOT) members and senior financial planners in the industry. It also made a strong presence in the elevator media matrix of core CBD office buildings in first-tier cities such as Beijing, Shanghai, Guangzhou and Shenzhen, achieving dual breakthroughs in brand visibility and professional trust. Supported by authoritative expert endorsements, solid content output and precise scenario penetration, "A Better Life" Annuity Insurance gained high market attention upon its launch, quickly achieving both outstanding reputation and substantial traffic, and becoming a benchmark for phenomenal new insurance products of the year.



2025 Business Partners: Top Insurance Bloggers with Millions of Followers

Case — "2025 Partner Conference"

Attaching great importance to win-win synergy with business partners, the Group has continuously improved its management system and incentive mechanism. This year, the Group grandly held the "Shouhui Insurance Agency 2025 Partner Conference", cordially inviting long-term and in-depth strategic partners to gather together to conduct in-depth discussions on industry development trends and new cooperation opportunities. At the conference, the Group focused on commending and awarding on-site partners with outstanding performance and remarkable productivity in 2025, specially presenting a number of honors including "2025 Strategic Partner", "2025 Quality Benchmark" and "2025 Performance Leap Award", which fully recognized the partners' outstanding contributions in value co-creation, service upgrading and performance breakthroughs.



2025 Group Partner Conference

As of December 31, 2025, the Group had a total of 1,493 business partners, with their geographical distribution as follows:

Indicator Name		Unit	2025
Number of Business Partners by Province	Guangdong Province	pieces	**308**
	Beijing Municipality	pieces	**226**
	Shandong Province	pieces	**143**
	Shanghai Municipality	pieces	**119**
	Zhejiang Province	pieces	**95**
	Jiangsu Province	pieces	**92**
	Hubei Province	pieces	**68**
	Hebei Province	pieces	**62**
	Sichuan Province	pieces	**48**
	Anhui Province	pieces	**33**
	Other Provinces and Municipalities	pieces	**299**

3.4 Supplier Management System

The Group integrates sustainable supply chain management deeply into its overall strategy and daily operations, and has established a full-cycle supplier management system covering "screening — cooperation — evaluation". Based on the Procurement Management System, the Group fully implements centralized, standardized and transparent procurement management, clarifies and regulates online and offline procurement procedures, and refines the full-process control of office supplies, fixed assets and other materials from demand submission, departmental approval, procurement implementation and contract management to acceptance and warehousing. The system also specifies the supplier access, assessment and exit mechanisms, strictly controls the access threshold, strengthens pre-review and dynamic evaluation, implements classified and hierarchical management, and continuously optimizes the supply chain structure, service quality and cost-effectiveness.

The Group actively upholds the concept of green procurement. In procurement decisions, priority is given to environmentally certified paper, energy-saving office equipment and environmentally friendly drinking water that meets national standards, so as to promote the transformation to green office. Through source control and process management, the Group effectively reduces energy and resource consumption and substantially improves the environmental benefits and sustainability of procurement activities. These measures further enhance the resilience, transparency and accountability of the supply chain, achieve the coordinated development of economic, social and environmental values, and provide strong support for the Group's sustainable development goals and the construction of a win-win ecosystem for all stakeholders.

As of December 31, 2025, the Group had a total of 22 long-term and stable suppliers, all of which are enterprises in the PRC (including Hong Kong, Macao and Taiwan regions), providing solid support for the stability of the Group's operations and the controllability of the supply chain.

4 ENVIRONMENTAL DIMENSION: GREEN OPERATIONS: STRICTLY CONTROLLING CARBON EMISSIONS AND RESOURCE CONSUMPTION

Shouhui Group Limited strictly complies with laws, regulations and standards including the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》), the Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution (《中華人民共和國大氣污染防治法》), the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes (《中華人民共和國固體廢物污染環境防治法》), and the Law of the People's Republic of China on the Prevention and Control of Water Pollution (《中華人民共和國水污染防治法》). Based on its actual conditions, the Group has established and continuously improved its environmental management system, conducted regular environmental risk management and control, and organized company-wide environmental protection training and awareness-raising activities on a routine basis to effectively reduce the negative environmental impacts of its operations.

4.1 Energy Conservation and Emission Reduction Management

1) Energy and Resource Management

In daily operations, the Group has always adhered to the concept of green and low-carbon operations, strictly complied with various environmental protection-related laws and regulations, and actively implemented measures such as energy conservation, water saving and protection, and low-carbon office practices. It effectively controls energy consumption and GHG emissions, enhances the efficient use of resources, and fulfills its commitment to sustainable development. No environmental violations occurred during the Reporting Period. The specific operations and resource consumption are as follows:

The Group's energy consumption in daily operations mainly consists of electricity for office use. We always keep in mind the need to avoid energy waste and strictly abide by the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》) and other applicable laws and regulations, so as to effectively control energy consumption and GHG emissions and contribute to the achievement of sustainable development goals. To substantially reduce GHG emissions and improve energy efficiency, the Group has fully implemented green office and energy-saving measures: by optimizing office environment design, promoting high-efficiency energy-saving electrical appliances and LED lighting systems, and strengthening energy efficiency management of high-power equipment, the Group has continuously improved overall energy use efficiency. Meanwhile, a sharing mechanism for public resources such as conference rooms and printers has been established to maximize resource utilization. In daily operations, employees are actively encouraged to practice low-carbon behaviors: reasonably adjusting air-conditioning temperatures (no lower than 26°C in summer), turning off lights when leaving rooms, shutting down computers and standby equipment in a timely manner, and giving priority to low-energy-consumption office equipment. In addition, an environmental protection concept has been integrated into the office with green space design, and energy-saving reminders are posted at key locations such as air-conditioning switches, creating a sustainable office atmosphere featuring full participation and voluntary practice by all staff.

The overview of the Group's GHG emissions in 2025 is as follows:

Indicator Name	Unit	2025
GHG emissions (scope 2)	Metric tons of CO2 equivalent	**156.32**
GHG emissions density (scope 2)	Metric tons of CO2 equivalent/ employee	**0.21**

An overview of the Group's energy consumption in 2025 is as follows:

Indicator Name	Unit	2025
Total Electricity Consumption (Purchased Electricity)	kWh	**269,053**
Total Electricity density	kWh/employee	**367.06**

We strictly comply with the Law of the People's Republic of China on the Prevention and Control of Water Pollution (《中華人民共和國水污染防治法》) and other laws and regulations concerning water resource protection. Our water sources mainly consist of daily drinking water for employees and water supplied by local governments. No difficulty in accessing water sources occurred during the Reporting Period, ensuring stability and compliance of water consumption for operation. To continuously improve water use efficiency, the Group has adopted various measures to advance water conservation management: intelligent water-saving facilities such as sensor faucets have been fully deployed in office areas; regular pipeline inspections and equipment maintenance are conducted to eliminate running, dripping and leaking; high-efficiency water-saving equipment has been introduced and cleaning procedures optimized; and direct drinking water systems have been promoted to significantly reduce bottled water consumption. Meanwhile, through regular water-saving publicity and internal advocacy initiatives, we have effectively enhanced the water-saving awareness and initiative of all employees, fostering a green and low-carbon water use culture.

An overview of the Group's water resource usage in 2025 is as follows:

Indicator Name	Unit	2025
Total water consumption	Cubic metre	**367**
Water Resource Consumption density	Cubic metre/employee	**0.5**

The Group advocates the low-carbon green office concept: promoting work-from-home arrangements during typhoons, implementing OA paperless office practices, optimising online approval processes, and promoting the application of electronic documents. Energy-saving prompts are posted in paper usage areas, encouraging low-carbon practices such as black-and-white printing and double-sided printing. In 2025, the total consumption of office paper is approximately 90 reams (500 sheets per ream), equivalent to a per capita monthly usage of only 5 sheets, demonstrating a significant improvement in resource utilisation efficiency. Furthermore, the Group's operations do not involve the use of packaging materials, nor are there any business activities that have a material impact on the environment and natural resources. The Group does not own any vehicles, and therefore has no direct exhaust gas or greenhouse gas emissions. During the Reporting Period, the Group strictly complied with national and local environmental protection laws and regulations, implemented greenhouse gas emission management, and managed energy and water resource usage. No environmental compliance violations occurred, and the Group continues to uphold the philosophy of green and low-carbon operations.

2) Emissions and Waste Management

The Group continues to strengthen its environmental management system capabilities, fully implementing laws and regulations such as the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》) and the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》). Focusing on office scenarios, the primary source of waste generation, we implement refined management: establishing an environmental performance indicator monitoring mechanism, regularly measuring and tracking key data such as waste generation, precisely implementing emission reduction measures like energy-saving renovations and green procurement, and systematically reducing the indirect environmental impact of operational activities, effectively supporting the achievement of sustainable development goals.

Simultaneously, the Group firmly practices the development philosophy of "green, energy-saving and low-carbon", deeply integrating environmental responsibility into daily operations. Waste management adheres to the principles of source reduction, classified disposal, and resource utilisation: a small amount of hazardous and non-hazardous waste is strictly managed in accordance with local waste classification laws and regulations; non-hazardous waste mainly includes office paper, electronic and equipment consumables, and household waste, primarily consisting of recyclables; classified non-hazardous waste is uniformly transported to designated property waste stations or municipal transfer centres for compliant disposal by professional sanitation departments; waste electronic products are subject to special classification, centralized storage, and targeted recycling, effectively improving the level of resource recycling.

During the Reporting Period, the Group's entire waste management process strictly complied with national and local environmental regulations, and no non-compliance incidents occurred.

An overview of the Group's waste emissions for 2025 is as follows:

Indicator Name	Unit	2025
Total Hazardous Waste Emissions	kg	**65**
Hazardous Waste Emission Density	kg/employee	**0.09**
Total Non-Hazardous Waste Emissions	tonnes	**22.6**
Non-Hazardous Waste Emission Density	tonnes/employee	**0.03**

4.2 Climate Change Response

We recognise the profound impact of climate change on business operations and social sustainable development, and have incorporated addressing climate risks and implementing low-carbon transition into the core of our corporate strategy. To actively implement the national "dual carbon" goals, we systematically advance the construction of a climate governance system. Through multiple initiatives such as strengthening climate risk and opportunity management, deepening energy-saving and carbon reduction practices, and accelerating digital transformation empowerment, we comprehensively reduce greenhouse gas emissions within our own operations and value chain, continuously enhancing climate resilience and sustainable competitiveness.

At the management and disclosure level, in accordance with the requirements of Part D "Climate-related Disclosures" of Appendix C2 (ESG Code) to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, we have built a climate information disclosure framework covering the four pillars of "Governance, Strategy, Risk Management, and Metrics and Targets", achieving full-cycle management of climate risk identification, assessment, response, and performance tracking, effectively mitigating the potential impact of climate change on the Company's long-term value.

1) **Governance**

The Group has established a three-level ESG governance structure with clear levels and defined responsibilities: the Board of Directors, as the highest decision-making body, oversees the sustainable development strategy; the ESG Leading Group is responsible for cross-departmental coordination, supervision and implementation, and reports regularly to the Board; the ESG Execution Group, led by heads of various business departments, promotes risk assessment, target decomposition, and daily management. The structure comprehensively covers the three dimensions of environment, society, and governance, lists climate change as a core strategic issue, and systematically presents the governance mechanism and practical effectiveness through the "ESG Governance Structure" section.

All directors participate in ESG and sustainable development related activities and training, with costs borne by the Company. The activities focus on enhancing and updating directors' understanding of industry dynamics. Specific formats include: studying regulatory policies and the latest industry information; conducting exchanges with management at all levels and stakeholders; attending expert briefings, seminars, and thematic meetings focusing on business development and director responsibilities.

2) **Strategy**

Against the macro background of global efforts to combat climate change, systematically managing climate-related risks and seizing green transformation opportunities has become a key link for enterprises to achieve sustainable development. Based on its actual business operations, the Group continuously conducts comprehensive and forward-looking climate risk assessment and identification work, deeply analysing the physical risks and transition risks that may affect business operations, and actively exploring corresponding sustainable development opportunities. By building a closed-loop management covering "identification — assessment — response — tracking", we aim to enhance operational resilience, reduce potential financial losses, while actively responding to the low-carbon economic transition and promoting the coordinated development of business and the environment. The following sections will elaborate in detail on the Group's specific framework and practices in climate risk management and opportunity capture.

Climate-related Risk Identification and Response:

Risk Type		Risk Description	Impact Period	Mitigation Measures	Estimated Financial Impact
Physical Risks	Acute Physical Risks	Extreme weather events such as rainstorms, floods, typhoons, and blizzards may lead to the interruption of the Company's business operations, potentially impacting production capacity to a certain extent. Concurrently, secondary disasters triggered by extreme weather may pose threats to personal safety and property security.	Medium to short term	Pay close attention to extreme weather warnings and strengthen safety hazard inspections in key areas; Formulate extreme weather emergency plans to clarify handling procedures and response measures upon the occurrence of a disaster event; Maintain good communication with local governments; Strengthen the management of operational facilities, carry out appropriate reinforcement and regular maintenance according to the local climate.	Increased capital expenditure (e.g., facility damage caused by natural disasters); Revenue reduction due to decreased output (e.g., transportation disruption or operational shutdown caused by natural disasters such as typhoons and floods); Write-off and premature scrapping of existing assets (e.g., damage to assets caused by natural disasters).
	Chronic Physical Risks	Chronic natural disasters such as temperature changes and rainfall changes may lead to operational threats for the Company, including shortages of available water resources and deterioration of the working environment.	Long term	Carry out energy conservation and environmental protection initiatives, enhance energy and water efficiency, and reduce the damage to the natural environment caused by corporate operations; Advocate for employees to adopt green and low-carbon travel methods such as using the metro, cycling, and walking.	Increased cooling and heating demand for office premises, thereby increasing the Company's operating costs; Revenue reduction due to decreased output (e.g., rising temperatures affecting employee health, thus reducing production efficiency; climate change leading to necessary resources for services becoming scarce); Increased capital expenditure (e.g., humid air shortening the service life of equipment).

Risk Type		Risk Description	Impact Period	Mitigation Measures	Estimated Financial Impact
Transition Risks	Policy and Legal Risks	As domestic and international environmental protection laws and regulations become increasingly stringent and related supervision gradually strengthens, if the Company fails to meet statutory requirements, it will face compliance risks including litigation and penalties.	Short to medium term	Maintain focus on environmental protection and energy policies, laws, and regulations in the countries and regions where the industry operates; Advocate for collaborative energy conservation and emission reduction across the upstream and downstream supply chain; Actively participate in energy conservation and emission reduction initiatives, further identify emission sources and reduce our own carbon emissions.	Increased production costs due to changes in output requirements (e.g., waste treatment); Cost increases due to fines (e.g., environmental fines); Increased insurance premiums (e.g., premium increases due to stricter environmental policies). ◦
	Reputation Risks	If the Company fails to respond to the reasonable demands of stakeholders and demonstrates insufficient management efforts in energy conservation and carbon reduction, it will negatively impact the Company's reputation.	Long term	Actively respond to the national "carbon peak" and "carbon neutrality" initiatives; Actively practice green operations to support the low-carbon transition; Maintain efficient and harmonious communication with stakeholders, and gradually formulate and disclose emission reduction targets.	Poor ESG performance or the occurrence of ESG incidents affecting reputation may lead to a reduction in available capital.

Risk Type		Risk Description	Impact Period	Mitigation Measures	Estimated Financial Impact
	Technology Risks	Failure in new technology investments and increased costs for low-carbon technology transition can lead to higher R&D expenditure, thereby reducing profits.	Medium to long term	New technologies must undergo demonstration, experimentation, testing, and small-scale verification before large-scale application, strictly controlling financial losses caused by R&D failures. Keep abreast of low-carbon technology trends and accelerate the transition to green and energy-efficient data centres; collaborate with leading industry enterprises to form technology alliances, share carbon reduction achievements, and jointly promote green and low-carbon development.	Increase in R&D expenditure or operating costs.
	Market Risks	Climate change may lead to fluctuations in energy prices. The global energy transition will cause enterprises to face changes in fuel costs and the electricity mix. If the Company fails to transition to a low-carbon energy mix, it may be affected by fluctuations in international energy prices, resulting in higher operating costs. As public awareness of green consumption increases, clients tend to choose green and low-carbon service providers. This shift in market preferences may impact the marketing of the Company's core business.	Medium to long term	Actively seek alternative energy sources, adopt a diversified low-carbon energy mix to reasonably reduce operating costs. Adjust to meet low-carbon market demands, establish efficient communication and feedback mechanisms, understand client business needs, and promote the construction of low-carbon data centres.	Increase in operating costs; decrease in operating revenue.

Climate-related Opportunities:

Opportunity Type		Opportunity Description	Impact Period	Mitigation Measures	Estimated Financial Impact
Energy and Resources	Resource Efficiency	Improving equipment energy efficiency through technologies such as digitalisation directly saves costs.	Short to medium term	Enhance operational efficiency through digital and intelligent technologies, reduce operating costs, save resources such as electricity and water, and reduce corporate operating expenses.	Decrease in operating costs
Products and Services	Shift in consumer preferences	Consumers have a green preference, which will increase the demand for green and low-carbon products.	Short to medium term	Leverage the Company's green and low-carbon image to increase market competitiveness, enhance the corporate sense of social responsibility and brand image, attract more consumers, and strengthen market competitiveness.	Increase in revenue

Notwithstanding that the industry in which the Group operates is relatively limited by the direct impacts of climate change, in the face of increasingly severe climate change challenges, we have proactively established a climate governance mechanism with two-way linkage between "risks and opportunities". In the future, the Group will continue to track and assess the medium-to-long-term impacts of climate change on industry development and its own operations, systematically incorporate climate factors into strategic planning, investment decisions, and daily operational management, and further consolidate the foundation for sustainable, inclusive, and high-quality development.

3) Risk Management

The Group has comprehensively and systematically integrated climate-related risks into its overall risk management and strategic decision-making system. We have established a two-way governance mechanism that coordinates "top-down assessment" with "bottom-up identification": at the Group level, relying on quarterly risk meetings, we dynamically assess the transmission impact of macro-climate evolutions, such as extreme weather, on the industrial and value chains; each business unit focuses on regional meteorological characteristics, quantitatively analysing their disturbance effects on claim frequency and intensity, and incorporates typical climate events into graded emergency plans. Through a standardised closed-loop management process of "identification — assessment — response — review", climate risks are equally integrated into the operational risk management system, achieving traceable responsibilities, implementable measures, and controllable exposure. For specific items and implementation details of the Group's risk management, please refer to the "Risk Management and Internal Control" section of this report.

4) Metrics and Targets

The Group consistently upholds the concept of sustainable development and deeply recognises its critical mission in promoting green transformation and responsible operations. Faced with intensified climate change, tightening resource constraints, and rising expectations from all sectors of society, the Company, based on the principles of being scientific and quantifiable, systematically sets environmental performance targets. It focuses on five core areas, energy use, paper consumption, water resource management, greenhouse gas emissions, and waste disposal, comprehensively advancing low-carbon operations and intensive resource utilisation. As a critical foundational period for achieving the medium-to-long-term sustainable development goals for 2030, we have fully initiated a series of practical, precise, and traceable special actions to effectively promote the implementation and effectiveness of energy-saving and emission reduction targets.

Target	Target Description	Base Year	Achievement of 2025 Target	Measures or Actions
Energy Consumption Target	Reduce energy consumption density by 20% by 2030	2023	Newly set	Reduce electricity consumption in office and data centre operations, focusing on high energy-consuming areas such as air conditioning, lighting, and IT equipment.
Paper Consumption Target	Reduce paper consumption density by 80% by 2030	2023	Paper usage reduced by 75% in 2025, exceeding last year's set target of a 10% reduction.	More actively promote paperless transformation, reduce paper usage for printing and internal document circulation, and advocate for electronic documents and digital processes.
Water Resources Target	Reduce water consumption density by 5% by 2030	2023	Water usage density increased by 101% in 2025, failing to meet the 5% reduction target. This was mainly due to the company switching to direct drinking water after relocating to a new office, which increased per capita water consumption.	Strengthen the management of water conservation for drinking and sanitary water in office premises, and comprehensively enhance employees' water-saving awareness. ◦
Greenhouse Gas Emissions Target	Reduce greenhouse gas emission density by 30% by 2030	2023	Greenhouse gas emission density decreased by 22% in 2025, achieving the set target of a 5% reduction.	Strengthen the calculation and reduce carbon emissions during operations, mainly including purchased electricity (Scope 2).
Waste Management Target	Reduce hazardous waste emissions by 5% by 2030; Reduce non-hazardous waste emissions by 5% by 2030	2023	Newly set	Enhance resource utilisation efficiency and reduce landfill through waste reduction and enhanced recycling.

4.3 Green Operation Strategy

We are a leading digital life and health insurance intermediary in China, relying on self-developed platforms to provide full-process online insurance services. By comprehensively promoting the intelligent and online delivery of services, we effectively reduce our operational carbon footprint and practice the concept of green operations. Concurrently, the Group provides insurance products and services that offer both protection functions and sustainable value, helping clients enhance long-term value and fostering the coordinated development of social welfare, thereby fulfilling our ESG responsibility commitments.

Green Insurance Platform

We are a digital intermediary service provider focused on the life and health insurance sector. Leveraging our three independently developed online insurance service platforms — Xiaoyusan, Kachabao, and Niubao 100 — we have built a one-stop insurance service ecosystem covering the entire process: "product screening — intelligent recommendation — online consultation — customised solution design — policy issuance — policy servicing — claims assistance". By integrating the distribution and promotion capabilities of insurance agents and diverse business partners, we efficiently match policyholders and the insured with optimal life and health insurance solutions from multiple insurance companies. We provide professional, warm services throughout the process, including online underwriting support, dedicated customer service, and personalised claims assistance, truly enabling a "one-stop resolution without leaving home".

Building on this foundation, we embrace the concept of green operations by comprehensively promoting online and intelligent services: on one hand, we continuously optimise the functions of our official website, apps, official accounts, and mini-programs, providing users with online channels for policy application, underwriting, policy inquiry, policy servicing changes, claims reporting, and document submission, continuously reducing the use of paper materials, manual errands, and logistics transportation, significantly lowering our carbon footprint; on the other hand, we actively apply advanced technologies such as intelligent underwriting and intelligent claims settlement to replace traditional manual review processes, further saving consumables and improving efficiency. These initiatives not only enhance user experience and service efficiency but also tangibly demonstrate the Group's firm commitment to sustainable development and environmental protection.